



Smart Employment Solutions
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Company Code of Practice

Vision

To be the lead provider of people-based solutions.

Mission

To excel at finding and managing people solutions for business.

Corporate Core Values

- Integrity
- Forthright and honest in our dealings
- Innovative, flexible and resourceful with solutions
- Outcomes oriented - We deliver with passion
- Market driven - we listen to our clients
- Committed to continuous improvement
- Respect for individuals – People matter!

Best Practice Statement

Purpose

This Best Practice Statement identifies performance and behaviour for effective service and delivery of Group Training. It addresses our core functions and issues affecting the manner in which they are performed.

Group Training Involves

- Quality Training
- Focus on outcomes
- Regular support for apprentices, trainees and Participating Training Companies
- Best practice in business management
- Observance of all statutory requirements
- Active participation in the Group Training network
- Partnering industry and government in advancing structured skills training
- Making a positive contribution to community well-being

Recruiting Apprentices and Trainees

Effective recruitment is critical in achieving successful outcomes from structured training. The following elements increase the likelihood of good recruitment:

- Current applicant and vacancy registers
- Promotion and advertising
- A formal selection process including career guidance as necessary
- Induction into all work and workplace behaviour and practices as determined by assessment of employer and employee needs.

Employing Apprentices and Trainees

Smart Employment Solutions Ltd (SES) is the legal employer of apprentices and trainees. We are responsible for seeing that our employees receive all industrial entitlements and are treated appropriately, wherever employed. We are required to:

- Like any employer, identify and maintain current knowledge of industrial conditions and entitlements, etc
- Ensure that Participating Training Companies are aware of appropriate work practice and behaviour

Selecting Host Companies

The host employer role is critical to successful delivery of Group Training. While potential host employers may have particular requirements, at all times the major focus should be on the employment and training needs of the apprentice or trainee. Host employers are chosen because of:

- Adherence to quality employment standards
- Ability to provide appropriate employment and training support
- Likelihood of long-term engagement.

Selecting Registered Training Organisations

The Registered Training Organisations (RTO) role is critical to successful delivery of Group Training. While potential RTO's may have particular requirements, at all times the major focus should be on the employment and training needs of the apprentice or trainee. RTO's are chosen because of:

- Adherence to quality training standards
- Ability to provide appropriate employment and training support
- Likelihood of long-term engagement.

Management of training

Effective management of training and relationships between the various parties calls for:

- Regular and open communication
- Structured field support for apprentices and trainees
- Support for Participating Training Companies
- Planned rotation of apprentices and trainees where appropriate
- Program of liaison with Government and other training intermediaries at the local level

Relating to Government

Group Training Organisations and Government work closely together in addressing industry skill needs and providing counter-cyclical employment and training support services. The relationship is best when:-

- Commercial Group Training operations and Government policy and practice are complementary
- There is proactive liaison at the local level
- Relevant labour market data is exchanged in a timely and accurate manner
- There is a mutual participation in fostering growth or apprenticeships and traineeships through Group Training

Relating to the Community

Group Training has its origins in community support and while commercial factors play a part community focus remains a significant feature. The profile of Group Training and of Group Training Organisations is significantly enhanced when they:

- Participate in activities that benefit their local communities
- Lead their communities in addressing employment and training issues

Behaviour

The reputation of SES and of Group Training itself is formed not only by what is done but how functions are performed. Positive impressions are more likely if SES:

- Maintains a high industry profile and receives recognition as a “good employer” through
 - ✓ pursuit of quality
 - ✓ provision of good working conditions
 - ✓ timely payment of employee entitlements
 - ✓ observance of Awards / Agreements etc
 - ✓ identifiable policy on privacy, EEO etc
- Exhibits full and timely compliance with statutory employer reporting and financial management requirements
 - ✓ annual reports
 - ✓ audits
 - ✓ transparency of accounts
- Displays prudent financial management
 - ✓ relevant financial ratios
 - ✓ appropriate reserves
- Practices good corporate governance
 - ✓ Board composition and focus
 - ✓ frequency of meetings
 - ✓ relationship between Board and Executive
- Identifies as a leading participant in local community activities
 - ✓ employment and training initiatives
 - ✓ service clubs etc
 - ✓ relevant local events
- Supports fellow Group Training practitioners
 - ✓ active Association membership
 - ✓ co-operation with member organisations
 - ✓ joint activity, with an eye to the welfare and growth of Group Training overall.

Handling Grievances and Complaints

SES is committed to promoting positive relationships with its employees and clients. It is committed to creating an environment where all are treated with efficiency, fairness, integrity, impartiality and due care.

The Grievance Procedure aims to ensure that grievances are addressed and resolved directly and quickly to avoid the escalation of problems.

Under no circumstances will anyone be penalised for presenting a grievance and anyone with a grievance is asked to notify the Operations Manager.

Where conflict arises, SES is committed to providing mechanisms for resolving conflict quickly and fairly and ensuring the privacy and rights of the individual(s) concerned are maintained.

Confidentiality will be respected at all times within the constraints of the need to fully investigate the grievance. In certain cases, however, such as those involving the alleged abuse of children / young persons, serious criminal offences or suspected corruption, the details of grievances are required to be reported to external authorities.

If you have an issue of concern, we ask that in the first instance, you raise it with the Operations Manager. As always, should your problem remain unresolved at this stage, the Department of Education, Training & Employment will become involved and will be contacted through their regional office.

Privacy

SES abides by current legislation, industrial awards and agreements related to privacy, and will at all times treat personal information related to employees and clients as highly confidential. We will only collect information relevant to our business relationship with you and that is necessary to perform our functions and activities and to fulfil our legal requirements.

We will not share, sell or trade your personal information to any company or person, except where that information is to be provided to other organisations who perform certain functions or operations for us with your consent. We bind these companies to that same standard of care as we do ourselves so that they cannot provide this information to anyone else. We enforce this requirement through contractual agreements.

We take reasonable steps to ensure that your personal information is accurate, complete and up-to-date at the time of collecting, using or disclosing the information. If you learn that current personal information we hold about you is inaccurate, incomplete or out-of-date, you should contact us and we will promptly update any personal information that is inaccurate.

We protect any personal information that we hold about you from misuse and loss. We also protect it from unauthorised access, modifications or disclosure. We maintain physical security, such as locks and passwords on our computer systems.

Access and Equity

SES is also firmly committed to affirmative action, that is the development of strategies which promote equal employment opportunity for members of target groups identified by legislation as having experienced disadvantage in employment and, in particular, in fulfilment of its obligations under the Workplace Gender Equality Act 2012.

SES operates in accordance with Anti-Discrimination Legislation and will develop policies and procedures that do not make distinctions between individuals or groups so as to disadvantage some and advantage others. SES will not tolerate any form of discrimination and believes that all employees and the people we do business with, have the right to work and visit in an environment free from discrimination.

Conflict of Interest

It is a condition of employment that directors and employees of SES will not engage in activities that may constitute a conflict of interest, or place themselves in positions that might potentially produce a conflict of interest between themselves and SES. When a conflict arises it will be managed in a transparent and ethical manner and potential conflicts of interest will be disposed of as soon as they arise. This includes financial, political or personal benefit from:

- Other business or professional activities
- Employment or accountability to other people or organisations
- Membership of other organisations
- Ownership of property or other assets

Workplace Health and Safety

SES has a legal obligation to protect all employees and bona fide visitors from risk of injury or illness, so far as is practicable, in the working environment and will therefore maintain an effective Workplace Health and Safety Program.

SES will comply with the spirit and intent of relevant legislation, statutory requirements, codes of practice, regulations and industry standards and will make adequate provision of resources to meet these requirements.

Management of workplace health and safety is an integral part of our overall management responsibilities. All employees have the authority and responsibility for the health and safety performance in their areas of control.

All employees have an obligation to be committed to the Workplace Health and Safety Program and the elimination or control of workplace hazards. Each individual is personally responsible for working in a healthy and safe manner, following safety instructions, regulations and participating in safety training.

SES will not knowingly demand or expect any person to participate in an activity which is likely to be detrimental to their health or safety.

Workplace Rehabilitation

Smart Employment Solutions recognises that there are substantial benefits to be gained from rehabilitation principles and practices and is committed to implementing them at this workplace. We recognise that the *Workers' Compensation and Rehabilitation Act 2003* and the *Workers' Compensation and Rehabilitation Regulation 2014* provide the legislative support for workplace rehabilitation activities.

Experience has shown that workplace rehabilitation assists the healing process and helps restore the worker's normal function sooner. Workplace rehabilitation includes early provision of timely and adequate services, including suitable duties programs, and aims to:

- maintain injured or ill workers at work **or**
- ensure the worker's earliest possible return to work **or**
- maximise the worker's independent functioning **and**
- provide for durable employment.

This policy has been developed as a joint worker-management agreement.

Smart Employment Solutions is committed to:-

- Providing a safe and healthy work environment, but in the event of an injury or an illness, making sure workplace rehabilitation is started as soon as possible in accordance with medical advice.
- Ensuring appropriate suitable duties are made available to injured or ill workers to facilitate their safe and early return to work. These duties must be consistent with the current medical certificate and will be time limited.
- Respecting the confidential nature of medical and rehabilitation information and ensuring there will be both verbal and written confidentiality.

- Ensuring all workers are aware that, in the event of injury or illness, they will be consulted to ensure a structured and safe return to work that will not disadvantage them.
- Complying with legislative obligations with respect to the standard for rehabilitation.
- Adopting a multidisciplinary approach to rehabilitation as required.
- Reviewing this policy and procedures at least every three years to ensure it continues to meet legislative requirements and the needs of all parties.

Workplace rehabilitation procedures have been developed to support this policy. The procedures define key terms, describe key roles and outline steps in the return to work process. A copy of the procedures is attached to this policy.