

MASTER PLUMBERS ASSOCIATION GROUP TRAINING

Code of Conduct

1. COMMITMENT STATEMENT

- Master Plumbers Association of South Australia has a commitment to promote and encourage ethical practices. This code of conduct provides the basis for good practice in the operation and administration of Group Training Services delivered by MPA (“MPA GTO”).
- MPA’s management and employees shall as appropriate be a role model for acceptable ethical behaviour towards colleagues, Apprentices/Trainees, students, Host Employers and clients; and conform to all relevant legislative and regulatory requirements. All activities shall be undertaken in accordance with this code of conduct and shall be adhered to by the Board, management and employees in relation to the provision of Group Training Services.

2. VISION

- Quality, Exceptionally Trained Apprentices for Industry Sustainability.

3. MISSION

- MPA GTO is focused on maximizing the potential for the employment, training and personal development of Apprentices/Trainees by striving to promote, implement and monitor the training programs relevant to industry and the community.

4. ACCESS, EQUITY & ANTI-DISCRIMINATION

- MPA GTO have policies in place in order to protect its employees and Apprentices/Trainees from discrimination towards any group or individual in any form, inclusive of but not limited to; gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others. These policies apply to all services and operations, including recruitment, assessment, and customer relations.
- MPA GTO is an equal opportunity employer and values the diversity of its workforce. This means that:
 - the most capable person for placement in a position will be chosen;
 - Apprentices/Trainees will be assisted to enter, maintain and develop within MPA GTO’s scope of registration, without discrimination based on any grounds.

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5. PRIVACY POLICY

- MPA GTO abides by current legislation, industrial awards and agreements related to privacy, and will at all times treat personal information related to employees, Apprentices/Trainees, Host Employers and clients as highly confidential. MPA GTO will only collect information relevant to its business relationship with you and that is necessary to perform its functions and activities and to fulfil its legal requirements.
- MPA GTO takes reasonable steps to ensure that all personal information is accurate, complete and up-to-date at the time of collecting, using or disclosing the information.
- Records are accessible only to relevant employee and only for relevant and appropriate use. This means ones records can only be released to third parties with written permission of the owner of the information, (or in circumstances as dictated by law).

6. CONFIDENTIALITY

- MPA GTO follows strict confidentiality policies and MPA GTO always ensures its operations, activities, business affairs and its clients, Host Employers and Apprentices/Trainees information are kept confidential and all interests are protected.

7. RECORD KEEPING

- MPA GTO keeps complete and accurate records for Apprentices/Trainees, Host Employers and clients and only provides copies of these records to relevant authorised parties on request and subject to privacy policy and legislation.

8. MARKETING

- MPA GTO ensures that all of its marketing literature and advertising is accurate, ethical and consistent with community standards.
- All publications shall comply with all relevant legislation.
- All positions will be genuinely and accurately represented in any advertising material.
- The permission of individuals and organisations will be obtained before using specific information about that individual or organisation in any marketing material.

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9. CONFLICT OF INTEREST

- All directors and employees of MPA GTO have responsibility to work in the best interests of the organisation and avoid any situation and actions that may be, or create the appearance of being, in conflict with the organisation's overall interests, objectives and principals.
- 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.

10. FINANCIAL

- MPA GTO ensures it maintains financial records and auditing processes in accordance with the Australian Accounting Standards.
- Also, ensures that all contractual and financial relationships with clients are fully and properly documented. This documentation is fully explained to the client, and copies of the documentation are made available where relevant.

11. GROUP TRAINING PROVIDER

MPA GTO endorses and complies with National Standards for Group Training Organisations to ensure the provisions of a consistent, best practice Group Training Service. MPA GTO ensures the following:

- (i) that Apprentices/Trainees are placed in a safe environment and are provided with quality training.
- (ii) advises Host Employers of the legislative requirements to provide quality training in a safe work environment and assists them to meet and maintain these requirements.
- (iii) monitor and assess the performance and progress of its Apprentices/Trainees, and work to improve the quality of training outcomes.
- (iv) ensures Apprentices/Trainees and Host Employers are provided with full details of conditions in any contractual arrangements with the organisation.
- (v) conducts recruitment and selection of Apprentices/Trainees at all times in an ethical and responsible manner based on Equal Employment Opportunity Principles.

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- (vi) conducts assessment and selection of Host Employers at all times in an ethical and responsible manner based on their capacity to provide quality training in a safe work environment.
- (vii) provides appropriate induction for all Apprentices/Trainees prior to placement with Host Employers.
- (viii) provides appropriate pastoral care and support services in terms of the on and off job training of its Apprentices/Trainees in accordance with State Training Authority Guidelines.
- (ix) provides protection for the health, safety and welfare of the Apprentices/Trainees without limiting the ordinary meaning of such expression – this includes appropriate personal counselling.
- (x) provides appropriate support services to Host Employers to deliver quality on the job training safely.
- (xi) ensures that Apprentices/Trainees have access to a fair and equitable process for dealing with grievances and provides an avenue for Apprentices/Trainees to appeal against decisions which affect the Apprentices/Trainees progress and contract of training.
- (xii) has a grievance policy where one or more staff members are identified to Apprentices/Trainees as the reference person(s) for such matters. In addition, the grievance mechanism is made known to Apprentices/Trainees at the time of induction.

12. RELATIONSHIP WITH THE COMMUNITY

- MPA GTO will always endeavour to encourage community acceptance of entry level training as a viable career option. MPA GTO will also participate in community activities, utilising available professional skills which will lead the community in addressing employment and training issues.

13. RELATIONSHIP WITH THE GOVERNMENT

- MPA GTO will always endeavour to work closely with the Government in addressing industry skill needs and implement relevant policy and procedures in line with Government's requirement.

14. WORK HEALTH & SAFETY (WHS)

- Conduct activities in a manner that supports, health, safety and wellbeing for all employees, Apprentices/Trainees, Host Employers and clients.

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- Ensure health and safety practices governed by mandatory policies, standards and procedures are applied to all employees, Apprentices/Trainees.
- Coordinate, consult and cooperate with employees, Apprentices/Trainees and Host Employers with regard to work health and safety matters.