



## GROUP TRAINING POLICY & PROCEDURE

### MOTOR TRADE ASSOCIATION GROUP TRAINING CODE OF PRACTICE SERVICE PROVISION

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PRIMARY ROLE : All Employees

SPECIAL NOTE :

SPECIAL REQUIREMENTS :

ATTACHMENT :

REFERENCES : [GTS Privacy Procedure](#)  
[Motor Trades Association of SA Inc. Privacy Statement](#)  
[Privacy Act 1988](#) & Australian Privacy Principles

DOCUMENTS :

EQUIPMENT & RESOURCES :

QUALIFICATIONS, TRAINING OR  
SPECIALIST KNOWLEDGE :

AUTHORISED : \_\_\_\_\_ DATE : 12/06/2020  
CHIEF EXECUTIVE OFFICER



# GROUP TRAINING POLICY & PROCEDURE

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## **GROUP TRAINING POLICY & PROCEDURE**

***All and any of the standards listed below either individually or combined constitute the Code of Practice Service Provision as a single organisational standard that stands alone'***

### **PURPOSE**

It is the purpose of this policy to outline the minimum service commitment.

### **RESPONSIBILITIES**

#### **CEO**

It is the responsibility of the CEO to ensure that all MTA GTS employees and contractors are aware of the MTA GTS Code of Practice Service Provision and have been provided training to assure their ability to comply with the policy.

#### **GM Apprenticeship Employment Services**

It is the responsibility of the GM Apprenticeship Employment Services to ensure that MTA GTS employees meet the Code of Practice Service Provision standards as a minimum.

#### **Employees & Contractors**

It is the responsibility of all MTA GTS employees and contractors to comply with this policy.

### **POLICY**

It is the policy of Motor Trade Association Group Training Scheme (MTA GTS) to provide all clients (internal and external) with prompt and efficient service which as a minimum MTA GTS will ensure that:

- always act ethically, confidentially, courteously and collaboratively with all clients;
- maintain open and honest channels of communication with our clients.
- employ the principles of access and equity, human rights and privacy as per Privacy below in regard to all activities and relationships;
- as a minimum meet all legislative and regulatory requirements;
- our Clients' safety remains MTA GTS's paramount priority. We will undertake all reasonable measures to ensure all clients are provided with a safe environment;
- undertake all reasonable measures to ensure that our apprentice/trainees are provided with real opportunities for learning and will monitor the



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standard, progression and completion of training standards and requirements of Apprentices;

- provide all clients with open, fair and accessible complaint and appeal processes;
- to advise and support Host Employers with Apprentice progression and where necessary negotiate remedial action or rotation in a timely manner;
- provide appropriate support and mentoring is made available to Apprentices and Host Employers;
- appropriately qualified staff will be supported with processes and procedures that ensure the highest quality of service provision.

### **DEFINITION**

- Client
- Any individual or entity with whom MTA GTS conducts business either in the provision of services and in receipt of services;
  - All employees including apprentice/trainees and contractors;
  - Regulatory Authorities and Licensing Agencies.

### **SERVICE LEVEL**

As part of our commitment MTA GTS's staff will:

- treat all clients in a professional and courteous manner;
- always clearly identifying themselves when contacting clients;
- wherever possible, provide a one point of contact service;
- aim to clarify or resolve questions and issues promptly and satisfactorily;
- provide clear, accurate and helpful information/advice at all times;
- address applications for apprenticeship within the week received, including an invitation to an assessment test for suitable applicants;
- address Potential Host Employer enquiries same day as receipt;
- address (potential) Host Employer expressions of interest for an apprentice placement same day as receipt;
- ensure timely and accurate payment and recording of wages;

- ensure that Host Employers are correctly invoiced and that Taxation and Accounting Standards are met;

and

- maintain privacy in compliance with the GTS Privacy Procedure, Motor Trades Association of SA Inc. Privacy Statement and Privacy Act 1988 and Australian Privacy Principles.

### **Client Feedback**

MTA GTS encourages feedback to help improve service levels.

Processes for collection of feedback will include:

- open and unsolicited access to the MTA GTS team via telephone, facsimile or email during normal working hours;
- client satisfaction surveys from time to time;
- ad hoc requests for feedback when MTA GTS team members are in contact for other reasons;
- invitations to industry representatives to participate in quality evaluation and improvement programs.

All client comments and suggestions will be:

- kept confidential unless an appropriate authority to use the information has been received;
- reviewed for use in the improvement service level.

### **PRIVACY**

All discussions, records and information related to any stakeholder must be kept confidential and recorded and filed in line with the [GTS Privacy Procedure](#), the [Motor Trade Association of SA Inc Privacy Statement](#), MTA GTS Record Management Policy and the [Privacy Act 1988](#) and Australian Privacy Principles. Where there is a difference between any of these the greater level of privacy will be implemented.

Breaches of privacy will be subject to disciplinary action for MTA GTS employees, termination of contract for contractors, cancellation of training contract for RTOs and potential discontinuance of Hosting arrangements for Host Employers.



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### **ACCESS AND EQUITY**

It is the policy of MTA GTS to ensure an environment that is, as a minimum, aligned with State and Federal legislation:

MTA GTS commits to providing a safe and equitable environment through zero tolerance of any form of harassment, bullying, discrimination and/or racial vilification.

For further information refer to [MTA GTS Access, Equity & Fairness Policy POLO13 13](#).