



Ways of working agreement

When different generations come together to work, they often bring their own rules, ideas and ways of working. To avoid disappointment and to make your expectations clear early on, set the ground rules with this agreed ways of working document. Take the time to sit with your apprentice and outline your expectations, explain the consequences of not meeting these expectations and formalise your agreement with both your and your apprentice's signatures.

This document offers some suggestions and things you might like to consider. Use this as a template and add in anything else that would be useful to agree on prior to engaging your apprentice.

Apprentice working hours

Start times and finish times

As an apprentice it is expected you will commence work at _____ each working day. Approximate completion time is _____. Part of your role as an apprentice may include additional tasks after this time and you will be required to complete them under the instruction of your employer/manager.

Sick days

If you are sick and unable to come to work, you must call via the telephone to inform your manager/employer no later than 8am on the day you are unable to attend.

You are entitled to _____ sick days per year. If you are sick for more than _____ consecutive days, you will require a doctor's certificate. After _____ sick days in the year, you will require a doctor's certificate for every ongoing sick day.

Not showing up to work

If you simply fail to turn up to work without notifying your employer it will be treated as a performance issue. This type of behaviour is unacceptable and will be dealt with immediately. Repeated occurrences of this behaviour may result in termination.

Communication between apprentice and employer

If you are late for work, have a problem getting to work or need to inform your employer/manager about something the person you should contact is _____

You should contact them by phoning them on _____
Text messages are not acceptable.

Holidays/time off

If you require a holiday or time off, we require holiday requests _____ weeks in advance.

Apprentice etiquette

Mobile phone use

Mobile phones are not permitted at work for personal use. You may use your phones in your lunch breaks but not during work hours unless agreed otherwise.

Use of Facebook and social networking sites

The use of Facebook and other social networking sites is not permitted at work. You may use these in your lunch breaks but not during required work hours.

Answering phone

If the work phones ring you are required to answer the phone using the following introduction:

If you need to take a message you are required to clearly take down the person's name, phone number and a brief message and advise when they will be receiving a call back.



Apprentice performance

Feedback/performance discussions

After the first 3 months on the job we will review your performance. This performance discussion will include how you are performing on the job, at TAFE and in accordance with our agreed ways of working.

If there are areas to address these will be outlined and a time frame in which to address these issues will be agreed upon. Goals will also be set so you have goals to work towards in your apprenticeship. This is also the time to discuss what development you would like or feel you need. Performance reviews will then happen every 6 months.

TAFE

You are expected to attend TAFE. Failure to attend TAFE is a breach of your employment contract and will be treated as a performance issue.

Confidentiality

There is a confidentiality agreement between you as an apprentice and us an employer. This means that you will not disclose financials you are aware of, client personal details or

Other areas

Please insert any other areas that you feel need to be explicitly agreed between you and your apprentice.

Signatures

I have read and agree to the above ways of working. I understand that not following this agreement will be a breach of this contract and may impact my position.

Signed

Print Apprentice name

Signed

Print Employer name
