

OUR SERVICE STANDARDS

Directions' commitment to you

- 1** In our dealings with you we will act ethically, respect your privacy and confidentiality and work collaboratively with you to provide an end to end solution with an emphasis on a safe and effective working and learning environment for apprentices and trainees.
- 2** Our recruitment processes will provide you with the best available applicant we have in our candidate database to meet the needs of your business. Where possible we will provide you with a shortlist of suitable candidates from which you can choose. If we don't have a suitable candidate available for your business, we will inform you to discuss options.
- 3** Our support of apprentices or trainees will involve tailoring our work to optimise their chances of success. Depending on the service package, it can involve regular pastoral care visits, monitoring of their off the job training performance, mentoring them from an occupational/industry and individual basis, and assisting you to resolve work performance issues. We will also assist the apprentice or trainee to resolve conflicts that may arise with their work colleagues.
- 4** Our support of host employers will involve recruiting suitable, work-ready candidates, and working to develop the skills, attributes and performance of apprentices and trainees. We instil and reinforce a safety focused culture and provide additional learning support where needed and appropriate. We will provide guidance to direct supervisors of apprentices and trainees within host companies including effective dealing with a young workforce. We will also take care of the paperwork and relevant compliance requirements of the apprenticeship or traineeship.
- 5** We will provide a workplace health and safety induction for all apprentices or trainees and information on how to succeed as an apprentice or trainee.
- 6** We will accept the return of an apprentice or trainee by you subject to the terms of your service agreement with us, and provided the reason for doing so does not breach any relevant employment, workplace or industrial legislation or regulation.
- 7** We arrange the Training Contract and will organise enrolment with the relevant registered training organisation for the apprentice or trainee.
- 8** We will manage any workers compensation arrangements for the apprentice or trainee. This includes managing the claims process and organising a return to work plan.
- 9** We will pay the apprentice or trainee accurately and on time, in accordance with the relevant Award or EBA, based on the timesheet information you provide us. We will also administer a Default Payment System to ensure they are paid every fortnight.
- 10** We will actively liaise with the registered training organisation to resolve any issues you or the apprentice or trainee have about the training arrangements.
- 11** We will work with you to develop an annual leave plan for each apprentice or trainee.
- 12** We will provide you with a dispute resolution process to resolve issues in the unlikely event we have not met these Service Standards.



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