##

## Adequate training arrangements

## Certificate III in Automotive Glazing Technology

**Supervision arrangments for apprentices in Automotive Glazing Technology**

These arrangements need to be read in conjunction with the [Adequate training arrangements procedure](https://www.publications.qld.gov.au/dataset/apprenticeship-and-traineeship-operational-policies-and-procedures) and are **NOT** to be used for school-based apprentices.

Specific qualifications this document applies to are as follows:

* Certificate III in Automotive Glazing Technology.

These arrangements are not available for any other qualifications. Please contact the Queensland Apprenticeship and Traineeship Office if clarification is required.

**The obligations relating to a training contract are in addition to, and do not take precedence over, the employer's legal responsibilities such as workplace health and safety requirements and common law matters such as duty of care and negligence**.

### Background

Auto Skills Australia, VET Industry Advisory Organisation (VETIAO) worked with the Department of Employment, Small Business and Training (DESBT) as part of the Department’s VET Industry Engagement Program to assist supervising registered training organisations (SRTO) when determining adequate supervision and training arrangements for apprentices registered in Certificate III in Automotive Glazing Technology.

Section 15.1 of the [declaration policy](https://www.publications.qld.gov.au/dataset/apprenticeship-and-traineeship-operational-policies-and-procedures) defines the requirements of who can be a qualified person for the purposes of supervising apprentices. Essentially this allows people who can demonstrate they are already qualified in the occupation to supervise the apprentice and identifies alternative options.

These modified supervision arrangements have been developed due to the Windscreen Repair and Replacement industry not being a standard workplace, with the nature of the business requiring the service to customers off-site and not always in a workshop.

The following requirements are the minimum considered acceptable for an apprentice to be registered for the Certificate III in Automotive Glazing Technology.

### Requirements

All apprentices who are employed in this industry must undertake an initial induction period including training in key competency areas and receive direct supervision of the associated practical on-the-job learning prior to any planned off-site work without direct supervision. The induction from the employer must include information relevant to the employer's organisational policies and procedures.

Direct supervision must be provided at all times until the apprentice is formally assessed and demonstrates knowledge and skills that are appropriate to the role in the following areas:

* client communication and customer service
* workplace health and safety
* environmental management
* working methods and quality

The training plan which is developed by the SRTO in conjunction with the employer and apprentice must document the need for direct supervision in the competency areas listed above. Alternatively it is possible for these competency areas to be completed through a recognition of prior learning (RPL) process if appropriate. There is no set duration for the completion of the key competencies and induction as it will vary for new entrants with no previous knowledge or experience as compared to existing workers with previous industry experience who are more likely to complete the units of competency through an RPL process.

**The following only applies after the apprentice has completed the requirements as listed above.**

**Working without direct supervision**

When a determination is made that an apprentice is eligible to work under flexible supervision arrangements as outlined in this document, the agreement is documented on Part B ‘[Automotive Glazing Technology supervision arrangements and agreement' of the Employer Resource Assessment (ERA) form (ATF-013)](https://www.publications.qld.gov.au/dataset/employer-resource-assessment).

Where a supervisor is not directly engaged at the location where the planned off-site work will occur, the SRTO, employer and apprentice must determine that the apprentice can work at locations appropriate to the apprentice’s ability and with exposure to flexible supervision arrangements using the following as the **minimum** standard required:

* Provide detailed techicial instructions for the apprentice for each new customer/location by a supervisor or appropriately qualified co-worker.
* A supervisor is accessible to the apprentice in person or by phone for the duration of the planned off-site work.
* Face-to-face supervision meetings must occur daily prior to an apprentice leaving the workshop to provide adequate support and direction. Regular meetings must also occur, at intervals of not greater than 3 months, to monitor progress under the training plan. The supervisor must also obtain regular feedback from the apprentice and where appropriate, the customers, to be used as evidence in the above mentioned progress meetings.
* The apprentice's work tasks need to be clearly defined and must be retained by the employer and made available to DESBT staff upon request.

The determination that an apprentice can work under flexible supervision needs to take the following into consideration:

* the age and life experience of the apprentice,
* whether the apprentice is a new or existing worker,
* the level of competence and experience of the apprentice in a particular task/skill,
* the risk associated with the work environment and the tasks to be completed by the apprentice.

The level of supervision should be reviewed and, if necessary, revised at regular intervals of not greater than 3 months. This is in line with the requirements to review the training record.

**Flexible supervision arrangements must be agreed to and supported by the apprentice, employer and SRTO.**

**Flexible supervision does not mean an apprenticeship can be undertaken where there are no qualified persons providing supervision of any type to the apprentice.**

Where there is more than one apprentice in the workplace Appendix One of the ERA must be completed and if utilising flexible supervision arrangements, there must be a separate Part B of the ERA signed for each apprentice.

Appendix Two is only required where there is more than one apprentice in the workplace in the identified Certificate III qualification.

The employer, SRTO and apprentice must all agree to the undertakings as listed in this document. DESBT regional officers monitor training arrangements across the state and in cases where it is identified that apprentices are working outside of the agreed arrangements in this document the training contracts may be cancelled, and the employer may have restrictions placed upon the registration of future training.

## Other

The Quality and Compliance Team conducts audits on SRTOs who are Skills Assure suppliers (SAS). If an SRTO has breached their obligations, they may be asked to reimburse any claims for payment submitted for apprentices for which the breaches against the Skills Assure Supplier Agreement or User Choice Policy were identified.

### Endorsements

Supported by Auto Skills Australia.

### Approved by

Director, Queensland Apprenticeship and Traineeship Office.