

Apprentice Obligations

As an apprentice you have a number of obligations that you must adhere to.

We understand that this might be your first experience with an employer or an external training provider, so we have developed a brief list of **do's** and **don'ts** to ensure you get the most from your employment and training, and you fully understand the expectations of your employer and Ardor College.

1. Obligations to Your Employer

Do:

- ✓ Every task assigned to you, to the best of your ability.
- ✓ Present yourself in a clean, tidy and professional manner. Hair tied back, clean fingernails, shirt tucked, polished shoes etc. Remember, you are representing your employer's image at all times.
- ✓ Check your roster/work schedule. It is your responsibility to know when you're working.
- ✓ Smile and be courteous and polite to all customers and team members.
- ✓ Show initiative and look for things to do.
- ✓ Be a team player. Consider your co-workers.
- ✓ Give 100% effort every day at work.
- ✓ Be consistent. What you did to impress your employer at your interview and your first few shifts you must continue to do.
- ✓ Be punctual – turn up on time.
- ✓ Remember that you are filling a position. Your employer is relying on you to come to work on your release days throughout the apprenticeship/traineeship.
- ✓ Give your employer as much notice as possible if you know that you are unable to work.

Do Not:

- ✗ Ever just not show up for work.
- ✗ Show up late or come back late from your break.
- ✗ Get someone to call for you if you are unable to go to work for whatever reason. You must always make the call yourself, speak directly to your manager and explain the reason for your absence.
- ✗ Send a text, or other, message if you are running late or unable to go to work. You must call and speak directly to whoever is in charge.
- ✗ Use your mobile phone, or other devices, during work time. This will not be tolerated by anyone.
- ✗ Be rude, dismissive or abrupt with customers or work colleagues.
- ✗ Pester your employer to leave before your rostered shift is due to finish. If you are not needed, you will be told if you can leave early.
- ✗ Bring your personal problems or bad mood into work.

Remember: Employers will treat you like any other valued staff member. They will not have any lower expectations because you are an apprentice/trainee.

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2. Obligations to Ardor College

Do:

- ✓ **Bring your Training Record Book to ALL training sessions.**
- ✓ **Bring your own tools** to all training sessions.
- ✓ Complete all the work as requested by your trainer.
- ✓ Give your trainer at least 24 hours' notice if you need to change your training session.
- ✓ Call and speak directly with your trainer if you need to change your training session or have not completed all of the work requested.
- ✓ Email your trainer to confirm training sessions.
- ✓ Complete at least one unit per month. This is what we expect of you.
- ✓ See your trainer regularly.
- ✓ Get yourself a diary or use the calendar on your mobile phone to record your training sessions and rostered shifts, etc... If using your phone, you can set reminders so that you remember to take your folder to your training session.
- ✓ Be considerate towards your trainer. They are there to help.

Do Not:

- ✗ Ever just not show up for a training session.
- ✗ If you are late, this causes an inconvenience to all students and clients.
- ✗ Show up late or come back late from your break.
- ✗ Get someone to call for you if you are unable to go to work for whatever reason. You must always make the call yourself, speak directly to your manager and explain the reason for your absence.
- ✗ Send an email, or other, message if you are running late or unable to go to work. You must call and speak directly to whoever is in charge.
- ✗ Use your mobile phone, or other devices, during work time. This will not be tolerated by anyone.
- ✗ Be rude, dismissive or abrupt with customers or work colleagues.
- ✗ Pester your employer to leave before your rostered shift is due to finish. If you are not needed, you will be told if you can leave early.
- ✗ Bring your personal problems or bad mood into work.

Please understand that failure to follow any of the points above could put your apprenticeship/traineeship at serious risk.

I have read and understood and agree to all of the above points.

Signature Date: