

# Visitor Induction Manual

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### **The Aim of this Manual**

The aim of the induction program is to provide a professional induction process to satisfy the needs of both the organisation and the visitor. It provides a forum for discussing the expectations of the on site visitor and establishes good communication between the visitor, and Australian Training College Pty Ltd (ATC) staff member. It is imperative that the visitor be provided with current information about emergency evacuation process, bushfire policy and the immediate workplace OHS requirements.

The Australian Training College Pty Ltd is committed to the principle of equal opportunity in education, training and employment and welfare for staff, students and prospective students of the ATC, and will continue to develop equal opportunity practices and programs compatible with its overall goals and responsibilities. This commitment is consistent with the principles of justice, equity and the pursuit of excellence that should apply in a Training College, and conforms with the spirit and intent of equal opportunity and anti-discrimination legislation.

The ATC accepts that it has a responsibility to create an educational and employment environment free of discrimination. It will ensure that structures and practices are free from direct or indirect discrimination based on age, gender, marital status, carer status, pregnancy, parenthood, physical features, sexuality, sexual orientation, social and economic circumstances, race, disability, religious and political beliefs, and activities, industrial activity and personal association with a person who could be discriminated against.

### **References**

- Human Rights and Equal Opportunity Commission Act 1986 (Cwlth)
- Equal Opportunity for Women in the Workplace Act 1999
- Sex Discrimination Act 2008 (Cwlth)
- Racial Discrimination Act 1975 (Cwlth)
- The Australian Training College Pty Ltd Equal Opportunity Policy
- Disability Discrimination Act 2005 (Cwlth)
- Equal Opportunity Act 1995 (Vic)

### **Background of Australian Training College Pty Ltd**

Australian Training College Pty Ltd aims to provide a quality and professional training service. We aim to satisfy clients requirements by ensuring our services to clients include nationally accredited courses in Business, Occupational Health and Safety, Training, Hospitality, First Aid, Quality Auditing and Commercial Cookery. We also offer a range of services including quality auditing, OHS auditing, comprehensive needs analysis and tailor made training programs. We are an Australian company that specialises in the provision of training and consultancy services. Our company vision and motto is clear and concise:

#### ***Providing Quality Training and Learning throughout Australia.***

Australian training college is situated at Hunts Road, Kilmore Victoria, directly behind the Kilmore Race track and atop Monument Hill and the Great Dividing Range. We have 300 degrees across to the west, east and north we can see the Mt William ranges and the Macedon Ranges to the west and the Tallarook Ranges, Mt Piper and Mt Disappointment to the north and east.

The college is situated on 8.88 acres with up to date resources to deliver courses a range of courses on site and at the workplace. The college is a working property with horses and greyhounds on site that operates 7 days per week with some weekend and after hour programs being delivered on site.

All staff and visitors are required to undertake an onsite induction when arriving at the college. This induction will include emergency evacuation procedures including bush fire policy and procedures. A list of various ATC policies and procedures are listed in this induction manual and full policies and procedures are available to staff, students and visitors.

**Visitors Induction Checklist**

**Induction Date:** \_\_\_\_\_

**Completed by:** \_\_\_\_\_

**Name of Visitor:** \_\_\_\_\_

**Comments:** \_\_\_\_\_

	<b>Completed</b>
<b>Environment</b>	
<b>External</b> Meet visitor in car park and conduct an external on site induction Explain parking regulations/locations <b>Internal</b> Sign visitor log Show location of emergency exits and assembly point, emergency information and procedures, emergency equipment, e.g. first aid box, accident report forms. Explain that ATC is a non-smoking workplace Show location of light switches, toilets, bathroom and kitchen Prepare any relevant documentation	
<b>Workstation</b>	
Organise computer, phone, desk, chair, name tag (if required) Check that workstation is ergonomic	
<b>Communication</b>	
Demonstrate use of telephone and establish internet access (if required) Advise on external/internal mail process, stationery supplies	
<b>Working conditions</b>	
Explain: start and finish times, tea and lunch breaks Provide list of names, titles and positions of people who are significant to the visitor Introduce to colleagues Assign an ATC staff member to "look after" the visitor	
<b>Occupational Health, Safety and Environment</b>	
Explain Occupational Health Safety and Environment policy and Procedures – provide a copy of policy Explain confidentiality and security standards First aid kit is kept Introduce key environment and safety persons, eg. employee rep, safety officer, first aider, floor warden	

**INDUCTION SIGN-OFF**

**Visitor:** I have completed on site induction procedures

\_\_\_\_\_  
**Signature of Visitor**

\_\_\_\_/\_\_\_\_/\_\_\_\_  
**Date**

## **ATC Policies and Procedures**

The following policies are available in full to all staff. The following is a brief introduction of the policies and procedures:

### **Human Resources Policies and Procedures**

#### **1. Code of Practice and Staff Behaviour Policy**

Our aim is to provide quality learning for our clients and for each student to have an equal opportunity to learn in a supportive environment. The code of conduct outlines the standard of behaviour expected by a staff member of ATC. It is designed to give you the knowledge on your responsibilities and obligations, and provide you with guidance should you be faced with an ethical dilemma or conflict in your work. The code applies to all staff employed by ATC.

#### **2. Disciplinary Policy and Procedures for Staff**

Staff who do not meet the standards outlined in this manual along with staff behaviour policy may be asked to leave the organisation. The director will determine whether a code of conduct has been breached and will commence the disciplinary procedure.

#### **3. Recruitment Policy and Procedures**

College policy is to recruit staff of the highest calibre through fair and open processes. Staff involved in recruitment must adhere to College policy and have received training in recruitment and selection processes. Decisions to recruit should be made in the context of an overall staffing plan which takes into account longer term operational needs and known retirements and resignations. Directors of each Department are accountable for ensuring compliance with the College recruitment and selection policy.

#### **4. Staff Development Policy and Procedures**

The College recognises that organisational and individual excellence are best attained by training, development, and educational activities which build upon individual strengths and are forward looking. It also recognises that responsibility for performance and development lies jointly with the individual staff member and the College.

#### **5. Staff Grievance Policy**

A grievance is any complaint that an employee has in relation to any action or decision taken (or not taken) within an Department that the employee considers:

- is a breach of a relevant Act, Regulation, or Order; infringes the principles of merit and equity or any Human Resources Management policy or is otherwise unreasonable.

#### **6. Staff Performance and Appraisals Policy and Procedures**

Australian Training Colleges conducts formal performance appraisal interviews with each member of its staff. The appraisal is conducted when staff have been employed for three months and thereafter annually.

## **7. Working with Children**

Under the *Working with Children Act 2005*, only people engaging in ‘child-related work’ must apply for and pass the Working with Children (WWC) Check. Not everyone whose work brings them into contact with children will need to apply for a WWC Check. You need to apply for and pass the WWC Check if you meet **all** of the following criteria:

- your work or volunteer role involves contact with children in connection with one of the 20 listed child-related occupational fields
- you volunteer or do this work on a regular basis
- you have direct contact with children under 18 years of age and are not directly supervised
- you do not qualify for an exemption from the need for a WWC Check.

## **Occupational Health and Safety Policies and Procedures**

### **1. Introduction to Occupational Health and Safety**

Since 1994, The Australian Training College has embarked upon a new initiative for managing health and safety of its staff, students, visitors and environment. The initiative has been developing and participation in a Safety Management Program. This is a structured approach to providing an environment that is safe and without risks to health for employees, students and visitors.

### **2. Bushfire Policy**

Every summer in Victoria, conditions occur where bushfires can develop and spread rapidly. In summer, our weather becomes hotter and drier and the vegetation starts to dry out. When fine fuels such as leaves, bark, twigs and grasses dry out, their lack of moisture makes it very easy for a fire to spread quickly. Australian training college is situated at Hunts Road, Kilmore Victoria, directly behind the Kilmore Race track and atop Monument Hill and the Great Dividing Range. We have 300 degrees across to the West where we can see the whole of the Mt William range, and North and to the North East and South East.

### **3. Emergency Procedures Policy and Procedures**

To ensure effective procedures for all situations which may lead to unintended harm to person, property of the environment from loss of control. All consultants and staff should implement relevant emergency procedures with evaluation at least annually.

### **4. Hazard Identification Policy and Procedures**

The Management Systems and The Environmental Management System (EMS) have essential components the Risk Management process of identification, assessment and control of hazards. The process of hazard management becomes the framework upon which the management systems are built. For maximum impact, the hazard management approach must be consistent, relevant and applicable to all of the organisations’ activities. The Management systems can therefore evolve within individual work units and across the organisation by systematically addressing hazards according to the associated level of risk they impose. An attempt has been made to integrate safety and environmental hazard management.

## **Occupational Health and Safety Policies and Procedures continued**

### **5. Hazardous Substances Policy and Procedures**

To inform College staff and students of their legal requirements under the Hazardous Substances Regulations, and to provide staff with support in fulfilling legal requirements. To protect staff, students and visitors from any harmful effects associated with Hazardous Substances under the College's control.

The policy applies to all departments that purchase, store, use or dispose of Hazardous Substances. Dangerous Goods, Biological Materials and Radiological Materials are excluded from the Hazardous Substances legislation.

### **6. Risk Management Policy & Procedure**

RISK is defined as the chance of something happening that will have an impact on objectives. It is measured in terms of consequence and likelihood. RISK MANAGEMENT is defined as the systematic application of management policies, practices, and procedures to the task of identifying, analysing, assessing, treating and monitoring risk.

### **7. Emergency Risk Management Plan**

Australian Training College (ATC) developed a set of Risk Treatment Schedules and Plans in 2010 following the Community Emergency Risk Management Model provided by the Victorian State Emergency Service. The process was documented in a Workbook.

### **8. OH&S Issue Resolution Procedures**

The following action sequence is to be used where health and safety issues can be resolved in a cooperative manner. These procedures should be read and understood to comply with the requirements of the Occupational Health and Safety Act 2004 and in no way override the rights and obligations of elected Health and Safety Representatives under the relevant legislation. Using the steps outlined, the majority of safety issues should be capable of immediate and preferably local resolution using line management and stopping at Step 3.

### **9. Occupational Health Policy Procedures**

To provide guidelines and information to staff and supervisors of staff who may be pregnant, or planning a pregnancy while working with potentially hazardous chemicals at the College. This policy applies to workshops or workplaces where hazardous or potentially hazardous substances are used. These guidelines are designed to provide information to staff and supervisors on the nature of occupational exposures to hazardous chemicals, and their potential effects to the unborn foetus.

## **General Policies and Procedures**

### **1. Access for People with a Disability**

Australian Training College Pty Ltd encourages people (including apprentices and trainees) with physical and intellectual disabilities to access and enrol in both funded and fee for service courses. Australian Training College Pty Ltd provides learning support for all students with disabilities.

### **2. Advertising and Marketing approval policy**

It is Australian Training College's policy that all forms of marketing and advertising be approved by the Managing Director (or Director of Training) prior to use.

### **3. Bullying and Fairness Policy**

To ensure that College staff and students are treated with dignity and respect.

To reflect the College's commitment to equal opportunity and freedom from all forms of discrimination. To reinforce the College's position that unlawful discrimination and offensive behaviour will not be tolerated in any circumstances.

To make clear the expectation that all members of the college community will be treated fairly.

### **4. Customisation of Accredited Courses Policy**

Accredited courses can be customised at the point of delivery and assessment, provided the customisation is consistent with the packaging rules of the Training Package. Where ATC is in doubt about whether its proposed customisation goes beyond what is provided for in the packaging rules, it will need to consult the course copyright owner and may be required to seek separate accreditation of the modified course. Where the course has been based on competency standards drawn from one or more Training Packages, the course owner should in turn consult with the relevant national skills council.

### **5. Contribute to Quality Policy**

**Identify opportunities for improvements in services, products and systems.** Australian Training College will conduct research regularly in relevant areas and ensure information is collected and critically evaluated to identify recommendations for areas for improvements in programs, services, products and systems.

### **6. Cultural Diversity Policy**

Australian Training College P/L is committed to excellence in training, education and learning. The cultural diversity of the client base and the Australian people is a strength and an asset and we value diversity of opinions, perspective's and interests. Diversity is an essential characteristic of vigorous and adaptive ecological, social and intellectual systems. It is from such diversity that creative and effective responses to new challenges can emerge.

### **7. Customer Complaints Policy**

The Australian Training College is committed to providing a learning and working environment in which complaints are responded to promptly and with minimum distress and maximum protection to all parties. As part of its commitment to creating a supportive and open organisational culture, the college is committed to ethical and responsible management, transparency in its decision-making processes, and a visible, accessible and fair complaints process. The College views customer complaints as providing an opportunity to review and improve its policies and practices, and also to gain insight into customer levels of satisfaction.

### **8. Customer Feedback Policy**

This procedure outlines the process involved in receiving and responding to customer feedback and staff suggestions received via the Customer Feedback Form and on line.

### **9. Distance Learning Policy and Strategy**

All enquiries in will be initially handled by the Administration Department. Discussion will occur with the prospective student in relation to:

- Current employment
- Work related experiences
- Prior training undertaken
- Support via workplace for the conduct of training

### **10. Equity & Access Policy**

ATC strives at providing to services to all clients and staff without any discrimination.

### **11. Fees and charges policy**

### **12. Financial Management Practice Manual Policy & Procedure**

It is the intent of this manual to provide the management and staff of the Australian Training College Pty Ltd with an easy to use, consolidated reference guide to the financial practices of the Australian Training College Pty Ltd. It has been structured in such a way to allow the documentation of all financial management requirements in one manual and it is hoped that it can be used as a workable tool to the understanding and management of the Australian Training College Pty Ltd financial affairs.

### **13. Victorian Laws and Legislation**

Lists relevant Victorian laws and legislation.

### **14. Language, Literacy and Numeracy Policy**

This policy outlines the College's policies and procedures in this area and applies to all business units or companies in which Australian Training College has an interest, that provide programs to customers.

### **15. Mutual recognition Policy**

The Australian Training College Pty Ltd acknowledges and supports mutual recognition and to this end will accept the credentials (Statements of Attainment or qualifications), where relevant, issued by other Registered Training Organisations (RTO) based in any State/Territory of Australia.

## **16. Privacy Policy**

Australian Training College Pty Ltd appreciates and highly values the relationship we have with you. As an important part of this relationship, we are committed to protecting the personal information that you entrust to us.

## **17. Protection of Student's Fees Policy**

AQTF Standards require ATC to 'protect' student fees.

## **18. Quality Assurance and Continuous Improvement Policy**

This policy specifies the College's approach to quality assurance and continuous improvement as well as its principles, features, structures and standards. The college wishes to assure quality training, teaching, learning, assessment and service delivery through a regular review and improvement process. The Australian Training College Pty Ltd is a dynamic community of students, trainers and staff committed to performing at the highest standards. The College's aim is to provide a stimulating and innovative environment for training, learning and assessment. Its approach to quality assurance and continuous improvement is to learn from best practice, locally and internationally, and benchmark against leading Registered Training Providers and other educational providers such as universities.

## **19. Quality Principles Policy**

Australian Training College depends on its customers and continues to try to know their current and future needs. We are committed to meeting customer requirements and exceeding expectations.

## **20. Recognition of Prior Learning (RPL) Policy**

The RPL process allows learner to apply for a competency assessment without attending formal training. This is conditional that the person has suitable experience or has completed equivalent learning. Applicants must provide evidence of skills by demonstrating all competencies relevant to the certification. Applications for RPL will be assessed by an accredited assessor.

## **21. Records Management Policy**

This policy sets out Australian Training College's (ATC's) management principles on the creation, maintenance and disposal of College records. The objective of the Records Management Policy is to establish a records management program in accordance with relevant legislative and regulatory requirements, standards and best practices to ensure that records are properly created, managed and maintained in the interests of corporate accountability, orderly administration and memory.

## **22. Student Privacy Policy**

Australian Training College Pty Ltd appreciates and highly values the relationship we have with you. As an important part of this relationship, we are committed to protecting the personal information that you entrust to us.

### **23. Training Systems Audit Policy**

As an RTO, Australian Training College will conduct at least one internal audit per year to ensure there is compliance with a range of Quality Standard Procedures including standards for RTOs as specified by the Australian Quality Training Framework. This audit needs to address all of the RTO's operation and in all of its training and assessment activities, including all of those undertaken by other persons or bodies on its behalf. The audit will be conducted by either an internal person with auditing and training experience and knowledge of policies and procedures for ensuring quality training and assessment.

### **24. Version Control Policy**

This policy describes how we manage our documents and printed resources, using version control, document naming, and document library techniques. The policy also includes dissemination of information to the staff regarding the latest version of documents.

### **25. Vital Records Policy**

This policy sets out Australian Training College's (ATC's) management principles on the identification, registration, storage and disposal of vital College records. The objective of the Vital Records Policy is to assist staff to identify those records without which the College could not continue to function effectively.