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Occupational Health and Safety for Apprentices and Trainees

Foreword

Health and Safety Induction Training for Apprentices and Trainees' has been developed as part of HTN's overall occupational health and safety (OH&S) program.

It is underpinned by Unit THHCOR03A (superseded by SIT) *Follow health, safety and security procedures* from the Hospitality Training Package (HTP02), however, apprentices and trainees should be aware that successful completion of the Program does not mean they have achieved competence in the Unit.

Excerpts from various HTN policies and procedures have been quoted extensively in this document. The quotes are not verbatim and have necessarily been paraphrased for better understanding by apprentices and trainees. Anyone wanting to obtain the complete policies and procedures should contact HTN or visit www.htn.com.au

To contact us, write to:

Chief Executive Officer
HTN
P. O. Box 198
ROSEVILLE NSW 2069

Disclaimer

Health & Safety Induction Training for Apprentices and Trainees is provided as a guide only and HTN is not responsible or liable for any actions taken on the basis of content or any error or omission.

HTN is not an entity engaged in rendering any legal advice with regard to OH&S and expressly disclaims any and all liability to any persons with respect to the contents of Health & Safety Induction Training for Apprentices and Trainees.

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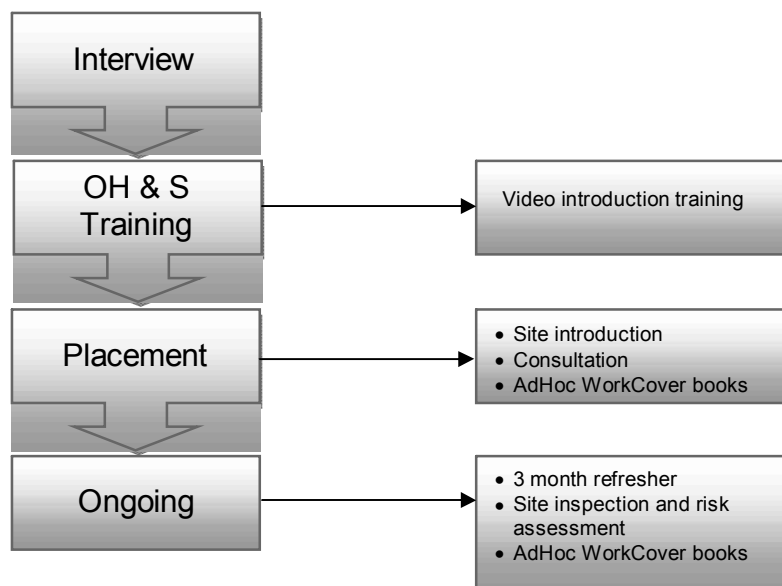
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Occupational Health and Safety for Apprentices and Trainees

Welcome!

Your safety is of great importance to HTN. As your legal employer, it would be negligent of us to send you into the workforce without the skills and knowledge to work safely and in a responsible manner. That is why we require you to complete occupational health and safety (OH&S) training before we place you with a host trainer.

The training you are about to commence involves a number of stages and is ongoing:



Remember to refer to the Memorandum of Understanding you recently signed as it will also help you understand your responsibilities and obligations as an apprentice or trainee.

Best of luck in the future.

Management and staff of HTN

About this training

On completion of this training, you should be able to:

- state what you are required to do to abide by your state or territory occupational health and safety act;
- state the penalties for not abiding by the act;
- explain what duty of care means and how it applies to you, HTN and your host trainer;
- explain how to prevent injuries including back/muscle strains, cuts, burns, trips and falls and objects in eyes;
- state the procedure for identifying and reporting workplace hazards;
- explain how your uniform can keep you safe in the workplace;
- describe what you would do to ensure your safety and the safety of others in an emergency;
- describe what you would do in the event of an accident.

Your training comprises of:

- watching the HTN Workplace Safety video;
- reading this document and completing the activities at the back of it; and
- completing a knowledge test comprised of multiple choice and true or false questions.

You must complete ALL the activities and answer AT LEAST 80% of the knowledge questions correctly to complete this training successfully. Remember, you need to complete the training successfully before HTN will place you with a host trainer.

There is no time limit, so take your time and do the best you can. If you are not sure what to do, ask for help.

About HTN

HTN mission statement

HTN in cooperation with industry provides professional, ethical and quality service in skills acquisition and career development.

HTN Code of Practice

HTN is a group training company committed to achieving excellence and providing host trainer and apprentice/trainee clients with quality customer service.

All HTN staff recognise and promote the rights of clients and provide information, advice and support that is consistent with core business values and this Code of Practice.

HTN will at all times promote a working and learning environment that is fair, considerate and free from discrimination and harassment regardless of cultural background, gender, sexuality, disability or age.

Code of Ethics

HTN will at all times, act with integrity in dealings with apprentices/trainees, host trainers, staff, members of the community and business/market competitors.

The company will adopt policies and practices that ensure the quality of apprenticeship and traineeship training offered is relevant to and commensurate with industry requirements.

HTN will ensure all employees, representatives and agents are familiar with this Code of Ethics. The company will refrain from relationships with companies or individuals that could be regarded as acting contrary to this Code of Ethics.

HTN will at all times promote the highest ethical and professional standards and will conduct group training activities with the best interest of our key stakeholders: HTN staff, apprentices/trainees, host trainers and industry partners.

Occupational Health and Safety for Apprentices and Trainees

Conflict of interest

HTN staff, management or directors will not take advantage of their position to gain direct or indirect personal advantage. Any disputes arising from conflicts of interest will be resolved through HTN's grievance procedures as detailed in the HTN Policy Statement Handbook.

Client services

HTN is firmly committed to providing a quality service arrangement to all clients (apprentices, trainees and host trainers) and will respond effectively to client requests and requirements. HTN will conduct onsite visits as per HTN Field Visit Reporting requirements (detailed in HTN policy and procedures) not less than once every 12 weeks as detailed in the HTN Host Trainer Handbook.

In line with the company's commitment to continuous improvement, HTN coordinates an annual customer service survey to measure the effectiveness and quality of service delivery as well as to gauge overall client satisfaction.

Human resource management

HTN ensures all aspects of human resource management are fair and equitable. HTN recruits and employs staff on the basis of merit. HTN does not unlawfully discriminate against staff or prospective apprentices/trainees on the grounds of marital status, sexuality, race, physical or intellectual disability, pregnancy, age or any other any unjustifiable type of discrimination.

Further, HTN staff are made aware of the company's policies in relation to anti discrimination and access and equity, and are required to promote these principles.

HTN is committed to developing staff professionalism and supports learning through the company's Employee Educational Assistance Program. There is equal access to this program as HTN recognises the benefits to morale and performance and supports the company's philosophy of promoting from within.

Staff performance is reviewed on a quarterly basis to assess and support development and provide feedback about deficiencies so that and corrective measures can be taken.

Quarterly skills assessments are conducted for all HTN apprentices and trainees in consultation with host trainers in order to evaluate apprenticeship or traineeship progression.

Occupational Health and Safety for Apprentices and Trainees

Legislative requirements

HTN monitors Commonwealth, State and Territory laws and legislation to ensure compliance and regularly communicates changes to these obligations and requirements to staff.

Particular attention is paid to legislation covering apprenticeships, traineeships, occupational health and safety, equal employment opportunity, discrimination and harassment.

HTN and occupational health and safety

Policy

HTN proactively promotes cultural awareness regarding OH&S to all apprentices, trainees, host trainers and staff.

The ongoing implementation of a range of programs and initiatives will help create OH&S awareness in all work sites associated with the HTN's employment activities.

Specific responsibilities for OH&S, risk management and consultation are detailed in HTN's Policies and Procedures Manual and are reviewed regularly as part of HTN's compliance with ISO Quality Assurance Certification and Group Training National Standards requirements.

State/territory occupational health and safety acts

While you are at work or travelling to and from work you are protected by your state or territory OH&S act. The act is a law passed by Parliament. It details the standards of behaviour required of all people in the workplace by describing the health and safety rights and responsibilities of both employers and employees. The act was introduced because of the high rate of injuries at work and the human, social and organisational costs of these injuries. It requires:

- employers to provide a healthy workplace; and
- employees to use safe work practices at all times so they don't injure themselves or others.

We (HTN, your host trainer and you) have a responsibility to ensure the act is adhered to.

Note:

Besides the OH&S acts, there are many other laws that have been passed for your safety and protection, e.g. liquor acts, food standards and apprenticeship and traineeship acts. As part of the Hospitality industry, you should make every effort to become familiar with the laws that apply to you.

Occupational Health and Safety for Apprentices and Trainees

HTN OH&S programs

HTN has established the following OH&S programs:

OH&S induction training for all new HTN apprentices and trainees;

- workplace risk assessments conducted with all host trainers;
- quarterly consultations with apprentices and trainees to identify and eliminate workplace hazards;
- timely distribution of the latest OH&S information.

Consulting with you about OH&S

Policy

HTN is committed to protecting the health and safety of apprentices and trainees.

HTN will consult all employees (including apprentices/trainees) to ensure their health, safety and welfare.

An OH&S Committee has been established to promote health and safety in the workplace. The composition of the committee provides representation for field staff, administration personnel and injury management staff. A host trainer representative and an apprentice representative are invited to attend meetings.

The HTN OH&S Committee examines and discusses issues relating to the health, safety and welfare associated with HTN apprenticeship/trainee ship employment activities.

You will be advised of your committee representative and how to contact them if you do not wish to raise your issue with your HTN consultant or host trainer.

Occupational Health and Safety for Apprentices and Trainees

Your duty as an apprentice or trainee

HTN apprentices/trainees are required to cooperate with the OH&S policy to ensure their own health and safety, as well as the health and safety of others.

It is important you discuss any OH&S issues with your HTN consultant. To rectify problems issues will be discussed in a round table format with you and your host trainer. If the issues are not resolved, they will be discussed with HTN management.

You are invited to contribute to the OH&S Committee's agenda by providing agenda items to your HTN consultant or by discussing issues with your OH&S apprentice representative.

Reporting hazards

HTN makes every attempt to demonstrate a duty of care to you in your workplace.

This duty of care extends to consulting you about hazards you have identified in the workplace. If you can identify a hazard or potential hazard, you are well on the way to preventing injuries and incidents.

1. Be alert to hazards.
2. Report any concerns you have to HTN and your host trainer.
3. Follow instructions to solve the problem.



Occupational Health and Safety for Apprentices and Trainees

Duty of care

Duty of care means that everyone associated with a workplace has the responsibility to ensure work is carried out in a safe and responsible manner.

Host trainer duty of care

To demonstrate a duty of care, your host trainer must:

- provide for the health, safety and wellbeing of every employee, customer and visitor;
- provide appropriate safety equipment;
- provide safe equipment and machinery;
- provide information and correct training and supervision regarding how to operate equipment;
- ensure the safe use, handling and transport of equipment and substances;
- consult with you regarding potential hazards.

HTN duty of care

To demonstrate a duty of care, HTN must:

- provide you with a safety induction program;
- monitor your wellbeing in the workplace by conducting regular workplace visits, as well as liaising with your host trainer;
- consult with you about potential hazards;
- address any OH&S issues you raise.

Apprentice or trainee duty of care

To demonstrate a duty of care, you must:

- cooperate with your host trainer and HTN;
- use equipment safely and in a responsible manner;
- take care of the health and safety of everyone else in your workplace;
- follow your supervisor's directions regarding safe work practices;
- follow safety directions when using machinery and equipment;
- wear safety gear as directed, such as goggles or gloves;
- not run or 'muck about' in the workplace;
- report OH&S hazards to your host trainer and HTN.

Fulfilling your duty of care

To help you fulfil your Duty of Care make sure you are aware of the following:

Are there fire extinguishers and fire blankets?
Where are they placed?
Do you know how to use them?

Is there a First Aid Kit?
Do you know where it is?
Is there a first aid officer and do you know who it is?

Do you know the emergency evacuation procedures?
Do you know where the emergency exits are?

Have you been trained how to use equipment before you using it?
Are guards available for equipment used? Do you use them?

Are electrical chords in good condition and not frayed?
Are power points in good condition and not broken?
Are power leads kept off the floor and not causing a trip hazard?
Are power leads kept clear of water?

Are there slip and trip hazards in the workplace?
Are spills wiped up immediately?
Are there signs to indicate when the floor is wet? Do you use them?

Is there an accident reporting system in place? Do you know what it is? Who do you report hazards to?

Do you have to carry heavy weights? Do you know the correct way to lift and minimize injury?

Are personal protective uniforms worn at all times (e.g.: chefs uniform, closed in shoes with non slip soles)?

Do you use cleaning chemicals? Have you been trained to use these chemicals?
Do you know where the Material Safety Data Sheets (MSDS) are kept?
Is personal protective equipment available when using chemicals for cleaning e.g. goggles?

Workplace accidents

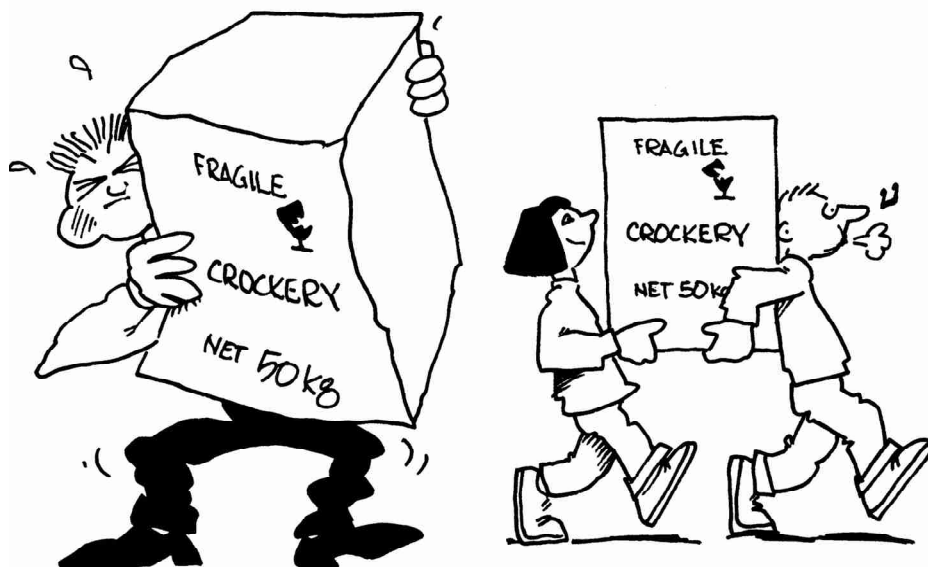
There are many potential hazards in the workplace and accidents are obviously not intended to happen.

Our duty of care makes us all responsible for preventing accidents by paying attention to potential hazards and removing the risks they cause.

Back and muscle strain

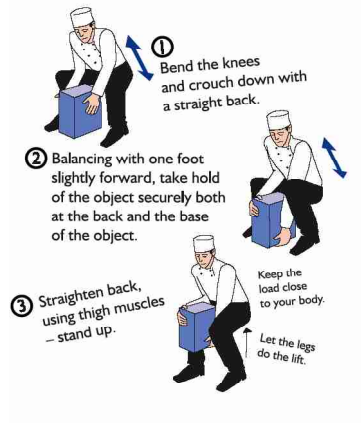
Strain injuries are caused by handling heavy or large objects incorrectly and by poor lifting technique. The injury may not be felt for some time and it may be permanent. There are many safe ways to move large and/or heavy equipment or objects.

- Cartons or large, heavy or awkward objects should always be lifted by two people onto a trolley for moving over a long distance.
- If the carton or object is to be lifted from the floor to a table, then two people should lift it together. This is very important if the carton or object is too high for the person lifting to see over the top when carrying, or if the weight of the carton or object exceeds about 15 kg.



How to lift

As shown below, there is a systematic way to prevent lifting injuries.



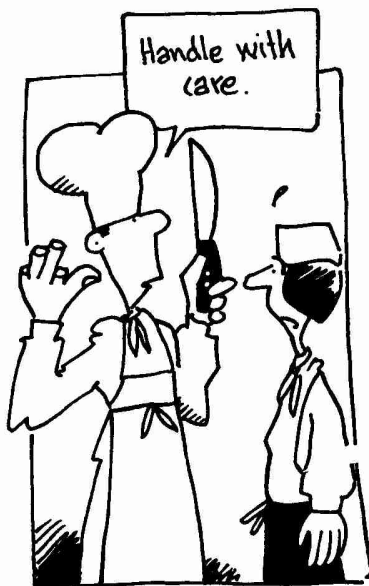
Cuts and abrasions

Cuts can occur when you:

- handle and work with knives;
- handle glass;
- clean sharp equipment.

To reduce the risk of cuts:

- Always cut away from your body.
- Always carry knives with the point down and the blade facing behind you.
- Never try to catch a falling knife.
- Stay alert – always be conscious of your cutting technique.
- Always store knives correctly after use. Never allow them to hang over the edge of a work bench.
- Always use the correct knife for the job.
- Never fool around with a knife.
- Keep knives sharp at all times.
- Dispose of broken glass correctly.



Trips and falls

Trips and falls can cause injuries. There are a number of common sense measures you can take to avoid trips and falls.

- Clean spills immediately and display a warning sign. Don't leave it for somebody else to clean.
- Ensure all passageways and thoroughfares are clear of obstructions and rubbish.
- When carrying a load, always walk forward.
- Report broken tiles and uneven flooring. Display a warning sign.
- If you have to reach for items, use a stepladder instead of a stool, trolley or chair.
- Take extra care when up and down stairs if carrying a load.

Eye injuries

Eye injuries can occur if you splash cleaning chemicals, boiling water or hot oil into your eyes. Make sure you know where the first aid kit is kept so you can find an eye cup to rinse your eye.

Burns

Burn injuries are a common hazard in the Hospitality industry. To lower the risk of burns and scalds:

- Assume everything is hot.
- Do not expose bare skin to chemicals.
- Use baskets when deep frying rather than dropping food directly into the deep fryer.
- Use a dry cloth to pick up hot trays as wet cloths will generate steam.
- Keep sleeves rolled down at all times to stop hot liquid splashing onto your arms.
- Protect your face from steam when opening the steamer door.

Machinery and equipment

There is a variety of machines in a commercial kitchen and you must use caution and the utmost care with them at all times.

- Never use any equipment or machinery that you are not trained to use.
- Ensure all the relevant safety guards are in place before operating equipment or machinery.
- Never leave machinery unattended while it is in use.
- Ensure the machine or equipment is turned off before cleaning it.

If you consider the equipment to be faulty, you must:

1. Stop using it immediately.
2. Advise your supervisor.

Hygiene

In the Hospitality industry, high standards of **personal** and **environmental** hygiene are important to ensure your customers keep returning.

Personal hygiene

Good personal hygiene is important because:

- the human body harbours germs and bacteria; and
- you work closely with customers and other members of staff.

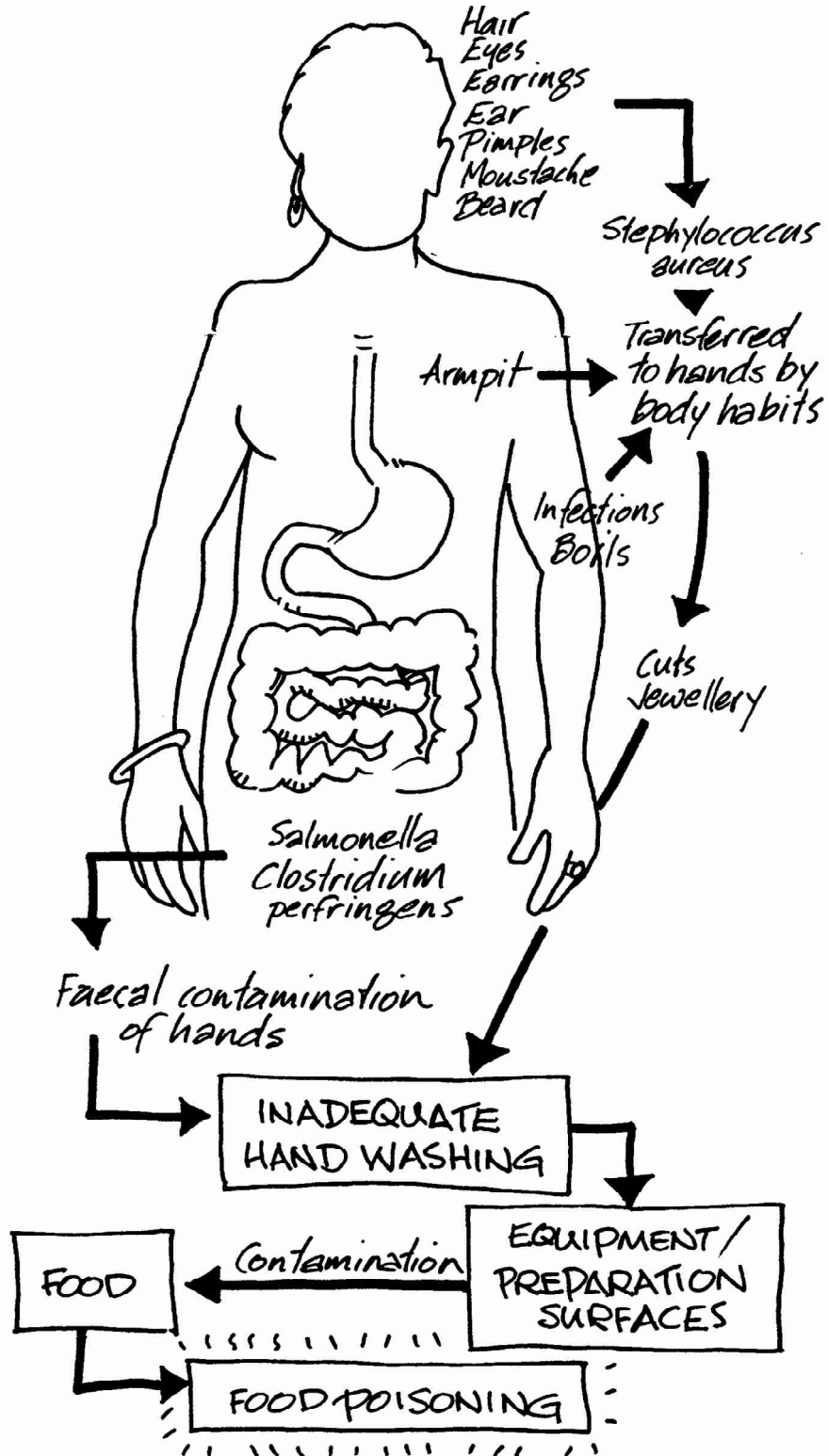
If you look 'crisp and clean', customers will know you keep the premises that way.

Ways to ensure you meet the highest standard of personal hygiene include

- Shower daily.
- Wear clean and pressed clothes.
- Have clean and neat hair.
- Have short clean fingernails without nail polish.
- Clean your teeth and visit a dentist regularly.
- Wear little or no jewellery, as it can carry bacteria that cause food poisoning.
- Cover cuts and wounds with a waterproof coloured bandage.
- Wash your hands after eating, smoking, handling garbage, using the bathroom and each time you change tasks.

Occupational Health and Safety for Apprentices and Trainees

How contamination occurs:

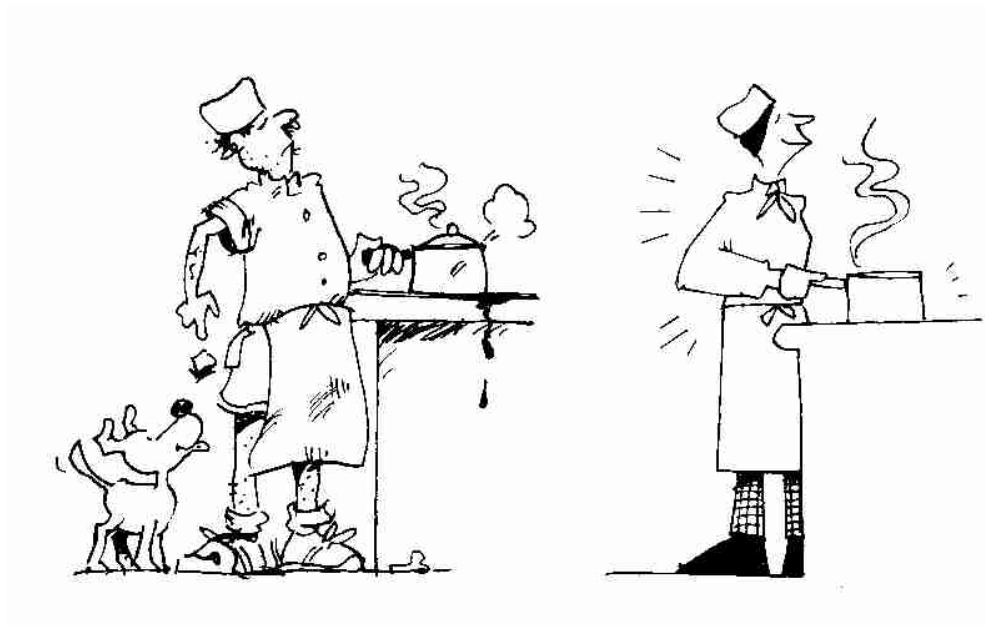


Occupational Health and Safety for Apprentices and Trainees

Uniforms and dress standards

Uniforms are designed for protective purposes and should be worn wholly and correctly at all times. In order to prevent injury:

- Wear sturdy work boots with a suitable tread, not trainers, etc.
- Tie back your hair and wear a hair net when necessary.
- Wear little or no jewellery, including facial piercings, as it can catch in machinery.
- Do not roll up your sleeves.
- Wear rubber preparation gloves whenever possible and change them regularly.
- Wear a chef's hat to stop hair getting into food.



Environmental hygiene

Environmental hygiene means keeping your workplace free of clutter and/or conditions that allow bacteria and vermin to thrive. You will be required to:

- Clean and sanitise your workplace regularly.
- Control pests and vermin.
- Follow 'no smoking' requirements.
- Maintain food and beverage preparation and storage areas to the highest possible standards.
- Follow correct storage and garbage removal procedures.



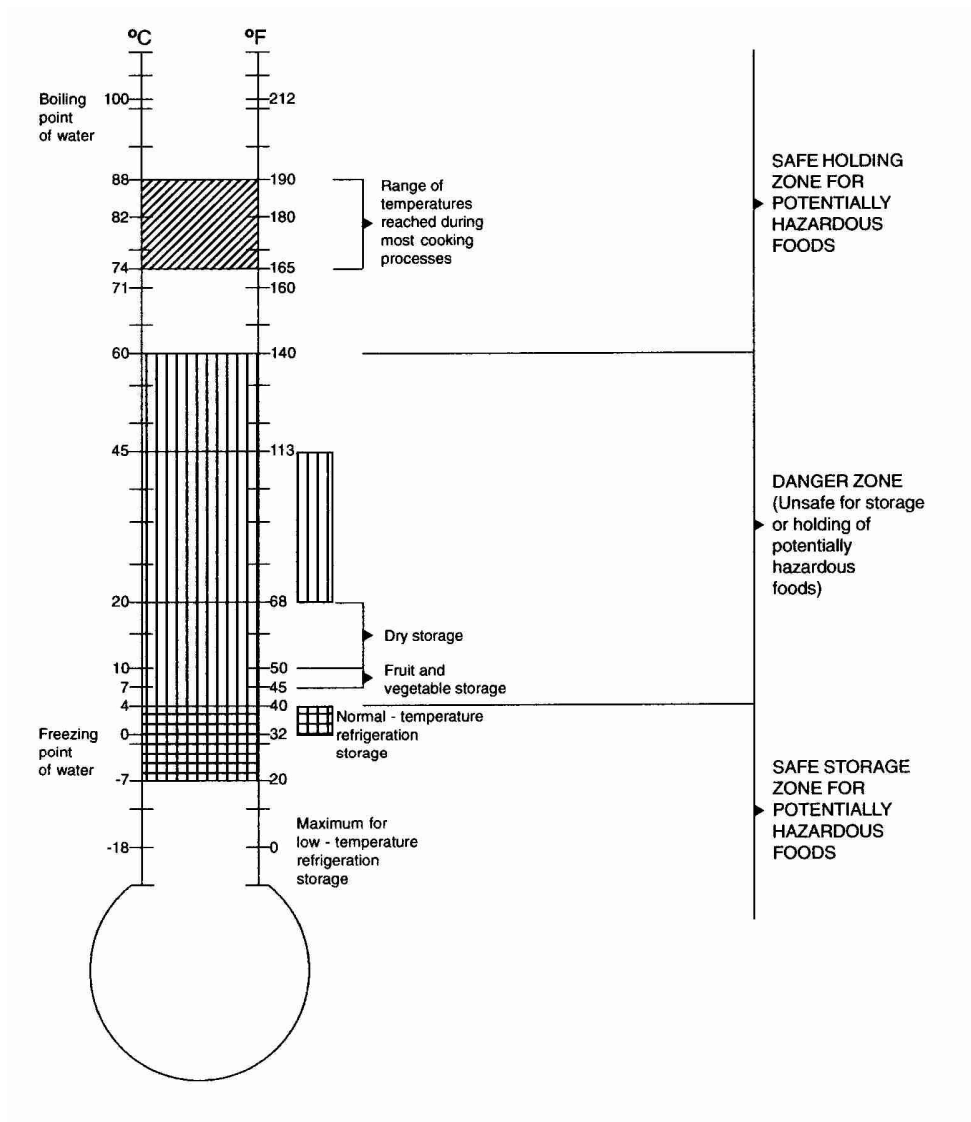
Temperature control

Most food poisoning bacteria grow within a temperature range of 5°C – 60 °C.

Bacteria grow quickest at room temperature from 20°C – 45°C. For safety reasons food should be cooked to a temperature of higher than 73°C to kill bacteria that may cause immediate harm. Food that is to be served 'hot' must be served at a temperature of 60°C or more. Food that is to be served 'cold' must be served at a temperature of 5°C or less.

Ideally, foods should be defrosted in the refrigerator but can be defrosted in a microwave if the food is cooked straight after.

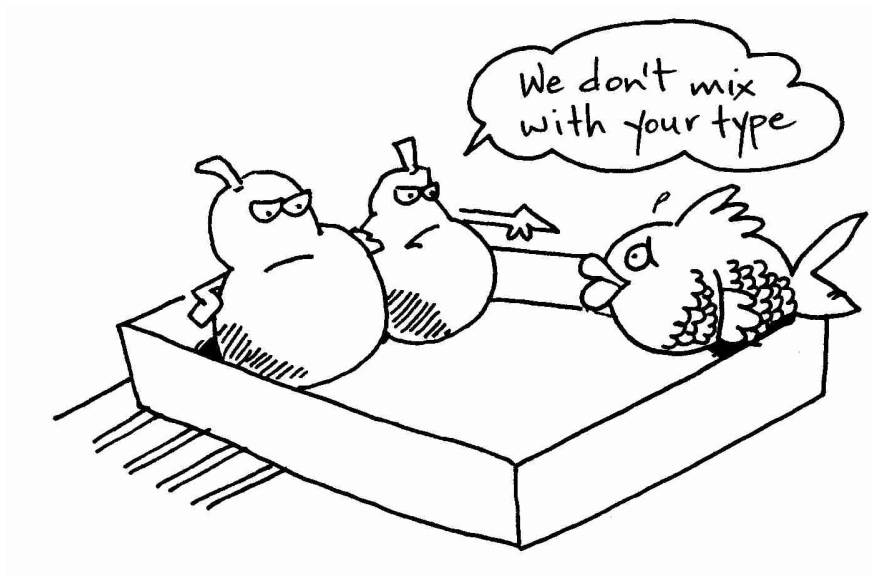
Storage, cooking and holding temperatures for food



Cross contamination

Cross contamination means transferring bacteria from contaminated people, equipment, food and surfaces to cooked and prepared foods. Food spills can cause cross contamination, therefore:

- Cover foods with waterproof wrapping or store them in sealed containers.
- Once canned foods are opened, transfer the contents into a suitable container.
- Gloves should be changed as soon as you change tasks, such as from handling cooked foods to raw goods.
- Equipment and utensils should be thoroughly cleaned as you change tasks.
- Cooked foods must be stored above raw and different produce/ingredients should be stored separately where possible.

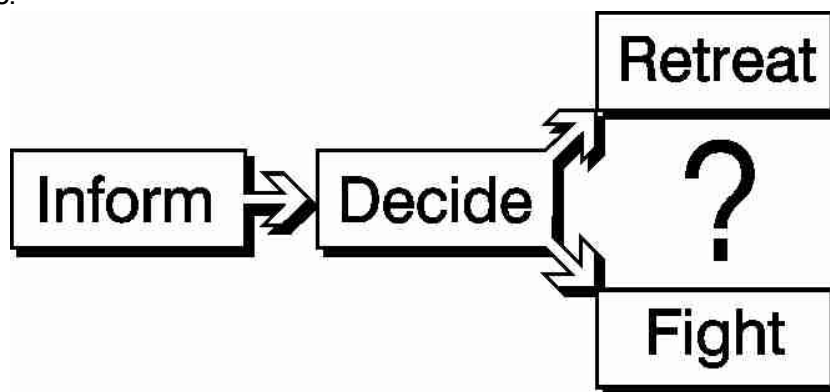


Emergency procedures

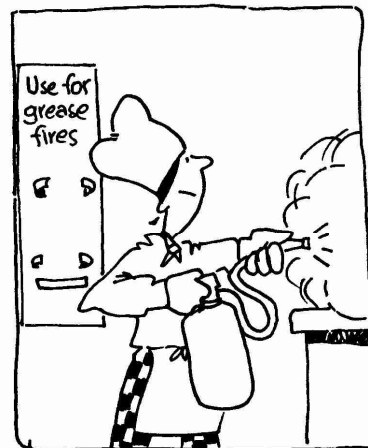
While working in the Hospitality industry, staff may encounter a variety of emergency situations. Remember that all emergencies require people to act calmly and according to workplace procedures. Below are some general suggestions for emergency situations but your establishment must make your apprentice or trainee aware of its procedures.

Fire

In case of fire:



- Inform** Raise the alarm to a supervisor and anyone in danger.
- Decide** Decide whether or not the fire can be fought. The supervisor should make this decision.
- Retreat** If the fire is too big to control or staff are unsure how to fight it, retreat in a calm manner as directed by the supervisor.
- Fight** If the fire is small and controllable, fight it by using a fire extinguisher or fire blanket. Fire extinguishers should be located around the work area. It is important to know where they are. Where possible, the supervisor should be responsible for attempting to put out the fire.



Aggressive or violent behaviour

If someone becomes aggressive or violent towards you, you should:

- Try to remain calm.
- Alert your supervisor.
- Be polite but firm with the person. Let them know their behaviour is not acceptable.
- If the person has a weapon, immediately phone 000 for police.

Bomb threat

If your establishment receives a bomb threat call, it is important to stay calm. Even if the caller hangs up, do not hang up as an open line can help trace the call. Write down the exact wording of the threat. Try to ask:

1. When is the bomb going to explode?
2. Where did you put the bomb?
3. When did you put it there?
4. What does the bomb look like?
5. What kind of bomb is it?
6. What will make the bomb explode?
7. Did you place the bomb?
8. Why did you place the bomb?
9. What is your name?
10. Where are you?

Other information that can be helpful includes:

- Was the caller well-spoken, abusive, incoherent, etc?
- caller's voice, sex and estimated age
- background noise
- caller's familiarity with the area.
- Remember to write down your name, the time and date you took the call and the phone number you received the call on.

Armed threat

To minimise the dangers of an armed threat:

- Do not carry large amounts of cash on you or in a shopping or money bag.
- If you are required to do the daily banking, do not walk to the bank at a regular time or in a routine direction.

You should hand over the cash or goods in the event of a robbery and **NOT FIGHT WITH THE THIEVES**. Cash or goods can be replaced – life cannot. Try to remember details, e.g. number of robbers, age, sex, appearance and dress.



Injury management

Ambulance policy

Policy

HTN is firmly committed to effective, appropriate and timely treatment of injuries sustained by HTN apprentices and trainees.

This policy applies to any HTN apprentice or trainee that sustains an injury:

- through the course of their duties at their host trainer establishment;
- on the way to or from the host trainer's establishment;
- on the way to, from or whilst attending TAFE/CIT for off -the-job training.

If an HTN apprentice or trainee requires medical attention, an ambulance is to be called to attend to the injury. Under no circumstances is an apprentice or trainee to be placed on public transport or sent to hospital in a taxi.

The cost associated with the ambulance is covered by HTN's workers compensation insurance and will not be incurred by the host trainer or employees.

Note

It is not expected that an ambulance should be called if the injury sustained by an HTN apprentice/trainee was of the nature that it would be considered reasonable to be treated with equipment that was available in a basic first aid kit and if no further medical treatment was considered necessary.

Accident reporting

Should you witness or be involved in an accident, it is important that you understand what is required of you.

- You must advise HTN and your host trainer within 24 hours of an accident. You must also fill out a detailed accident report. Accident reports can be printed from HTN Website (www.htn.com.au) click on employees. If you do not know how to do this, ask your host trainer or HTN consultant for help.
- If you are hospitalised, you must still report it within 24 hours.
- You must immediately report any accident you have on the way to or from work to your host trainer and HTN (your legal employer).
- You must report an injury you have at TAFE/CIT or on the way to or from TAFE/CIT your teacher, your host trainer and HTN.
- Near misses (accidents which might have happened but didn't) should also be reported.

You will be asked to provide the following details:

- how the injury occurred;
- first aid treatment;
- whether a doctor has been seen and a WorkCover medical certificate provided;
- whether you require time off and how much time the doctor has stated on the medical certificate.

You will then receive insurance claim forms that need to be completed and returned to HTN with all relevant certificates and accounts.

Once notified by the doctor that you can return to work, appropriate work will be found for you. If you are fit for pre-injury duties, you will be returned to your original host trainer. If you are fit for only certain duties, these will be found and a return to work plan will be drawn up. The return to work plan will be updated as you regain your fitness.

Occupational Health and Safety for Apprentices and Trainees

Rehabilitation and return to work

HTN is committed to ensuring an early return to work of an injured worker is considered a normal practice and expectation.

An injury does not mean that the injured worker is unable to work. Therefore if you have an injury and are unable to return to your normal duties, HTN, in consultation with your treating doctor, will endeavour to find work that fits with the current medical restrictions.

HTN will prepare a Return to Work Plan when suitable duties are offered to an injured worker. If necessary, through consultation with the insurance company, a rehabilitation provider will be assigned to assist an injured worker in their return to work.

Monitoring

During rehabilitation you will be monitored by phone calls to assess your progress and ascertain how the treatment is progressing.

Returning to pre -injury duties

Once you have returned to pre -injury duties, you are monitored to ensure you can perform your duties and that the injury is not aggravated.

If medical evidence shows you cannot return to your pre -injury duties, under the guidance of a rehabilitation provider, you will receive vocational counselling, training in job -seeking skills and support to obtain another position.

Consultation and disputes

You will be informed of your rights and responsibilities and of HTN policies on rehabilitation. HTN accepts the need to consult with you on disputes.

False claims

It is a criminal offence to knowingly lodge a false workers compensation claim. Not only will legal action be taken, but you will also jeopardise your apprenticeship or traineeship with HTN.

Access and equity policy

Policy

HTN is firmly committed to achieving best practice in the provision of quality apprenticeship and traineeship training in NSW, ACT and Vic.

HTN acknowledges that this is achievable through the provision of non-discriminative access to HTN's services and employment activities.

HTN recognises that particular groups within society have been or are disadvantaged in achieving successful employment in an apprenticeship/traineeship capacity. These groups are comprised of, but are not restricted to, women, Aboriginal and Torres Strait Islanders, people of non-English speaking backgrounds, people with disabilities, the long-term unemployed and the rurally isolated.

This policy endeavours to assist HTN in achieving apprenticeship/traineeship employment outcomes for target groups by effectively developing and implementing appropriate strategies to redress past disadvantages.

In support of this commitment, HTN will strive to ensure services provided are relevant, accessible, fair and inclusive by:

- promoting HTN's services to the communities of NSW, ACT and Vic to reflect the diversity of potential apprentices/trainees, and ensuring all prospective apprentices/trainees are aware of the support and service available to them to meet their employment and training needs;
- ensuring groups traditionally under-represented in apprenticeship/traineeship employment are provided with access to the same opportunities as other members of the community;
- providing, where possible, culturally inclusive literature or appropriate support with regard to literacy and numeracy;
- undertaking to eliminate policies, practices, structures, behaviours and assumptions that may contribute to the disadvantages suffered by underrepresented groups in apprenticeship/traineeship employment.

Apprentices/trainees are responsible for behaving in a courteous, sensitive and non-discriminatory manner when dealing with HTN staff, other apprentices/trainees, host trainers and staff employed directly by host trainers.

Equal opportunity for women

Policy

HTN is firmly committed to achieving best practice in the provision of quality apprenticeship and traineeship training in NSW, ACT and Vic.

HTN acknowledges that this is achievable through the provision of nondiscriminative access to HTN's services and employment activities.

HTN is firmly committed to:

- promoting the principle that employment for women should be dealt with on the basis of merit;
- promoting amongst host trainers the elimination of discrimination against and the provision of equal opportunity for women in relation to employment matters;
- fostering workplace consultation between host trainers, apprentices and trainees on issues concerning equal opportunity for women in relation to employment.

HTN recognises that the field of commercial cookery has long been a non-traditional role for women and further acknowledges obligations under Commonwealth and state anti discrimination laws.

Therefore, this policy endeavours to assist HTN to achieve employment outcomes for women as well as provide equal employment opportunities within the network.

Pregnant, potentially pregnant and breast feeding employees

Policy

HTN is firmly committed to ensuring pregnant, potentially pregnant and breast feeding employees, apprentices and trainees are not discriminated against whilst employed within the network.

HTN is further committed to ensuring every effort is made to assist women on maternity leave (or men in the case of paternity leave) to return to an apprenticeship/traineeship or employment with HTN after the leave.

If you are pregnant, you should liaise with your HTN consultant and host trainer to ensure your duties are appropriate.

When pregnant you are required to provide medical certificates throughout the pregnancy, including a description of appropriate duties or restrictions.

Rotations/placements are instructed to liaise with the pregnant apprentice or trainee throughout any suspension time/maternity leave/annual leave, etc., to encourage or allow for return to work.

Privacy

Policy

HTN is required to comply with the Privacy and Personal Information Act 1998.

Therefore, HTN is firmly committed to protecting information (personal or other) provided by host trainers, their employees, apprentices/trainees and their family and friends.

HTN views privacy as a serious matter and therefore this privacy policy applies to the collection, storage, use and dissemination of information collected from host trainers, apprentices and trainees.

To meet legal obligations and establish apprenticeship/traineeship employment records, HTN collects information about you and your host trainer, such as:

- name
- contact details
- date of birth
- nationality
- marital status
- emergency contact details
- tax file number
- bank account details
- information related to previous employment.

HTN does not collect sensitive information such as political opinion or sexual preference, etc.

Details collected from you and host trainers will not be forwarded to a third party unless HTN is required to comply with the law, e.g. the Department of Education if you have been recruited with the assistance of Commonwealth funding.

Access to information

HTN makes every effort to ensure your details are accurate and up to date. Should your details change at any time, please contact HTN to update your information.

Personal information may be accessed by you at a prearranged time should you wish to do so, and copies of personal information documents will be supplied to you upon request in writing to the Chief Executive Officer, HTN.

Grievances

Policy

HTN is firmly committed to creating and maintaining an environment for all employees that is conducive to quality training and apprenticeship/traineeship employment outcomes.

At all times, HTN will endeavour to ensure employees are treated fairly and with respect and that a suitable outcome is achieved throughout this process.

A grievance could be, but is not limited to:

- an act of violence;
- a threat or behaviour that has the potential to harm;
- verbal bullying or sexual harassment;
- racist comments;
- persistent shouting or swearing;
- unfair working conditions.

You have an obligation to report any hazards or issues you identify. If you feel this is affecting you, keep a record of the incident(s), then:

1. Raise the issue with your host trainer and HTN consultant.
2. If a suitable solution is not achieved, your HTN consultant will discuss the issue with you to try to resolve it. At each visit, your HTN consultant will talk to you regarding any hazards or problems that you have identified.
3. If a suitable outcome cannot be achieved at this point, a round table meeting between your HTN consultant, host trainer and you will then be conducted in an endeavour to mediate a solution. Your concerns should be documented and presented to the meeting.
4. Should this process fail to result in a satisfactory solution, submit your concerns in writing to the Chief Executive Officer, HTN. All documented grievances will be responded to within seven working days of receipt.
5. A mediation session will then be scheduled with you to discuss your concerns and to try to resolve the grievance as detailed in your correspondence. You are encouraged to bring an independent support person to the meeting or a parent/guardian if you are under 18 years old.

If a solution cannot be achieved through the mediation session, the issue can then be referred to the relevant Department of Education in writing. The Department will then determine a course of action to generate a suitable outcome. Ask your HTN consultant for the relevant address or visit www.dest.gov.au for contact information.

Harassment

Policy

HTN is firmly committed to the provision of a harassment-free workplace in which personal respect and physical and emotional safety are promoted. HTN acknowledges legal obligations under the relevant Anti Discrimination Act and is firmly committed to:

- promoting a non-discriminatory and harassment-free work environment;
- promoting amongst host trainers as well as internally, the elimination of
- harassment of all kinds and at all levels;
- assisting all apprentices, trainees and internal staff with regard to harassment
- issues as per HTN's complaints and grievance procedure.

You have a responsibility to assist in the promotion of a harassment-free work environment. If you witness harassment, follow the steps outlined in the grievance procedure.

Harassment could be, but is not limited to:

- bullying behaviour;
- physical, verbal or psychological behaviour which makes another person feel
- embarrassed, offended, upset, devalued, degraded, afraid, frustrated or angry;
- insulting, demeaning, humiliating, offensive or intimidating behaviour or
- behaviour which incites hatred;
- conduct that makes a person feel offended, humiliated, insulted or ridiculed;
- behaviour which is unwelcome, unreciprocated and uninvited;
- a breach of proper standards of conduct and professional behaviour;
- sexual harassment:
- unwanted touching or physical contact;
- unwelcome comments or words of a sexual nature;
- displaying sexual material, such as posters;
- suggestive/sexual gestures.

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Harassment could also be in the form of direct or indirect discrimination:

- **Direct discrimination** is the unfair treatment of a person by another based on an attribute or characteristic that could include gender, marital status, pregnancy, parental status, family responsibilities, sexuality, ethnicity, age or disability.
- **Indirect discrimination** takes place when a person imposes a condition, requirement or practice which is unreasonable or disadvantages a person who shares an attribute on the basis of gender, marital status, pregnancy, parental status, family responsibilities, sexuality, ethnicity, age or disability.

Workplace violence and bullying

Policy

HTN is firmly committed to creating and maintaining a n environment for all employees (both internal and external) that is free from violence or bullying.

Courtesy, understanding and mutual respect towards all people is necessary for excellence in what we do, for safety in the workplace and in creating an environment that is conducive to quality training and employment outcomes.

HTN will not tolerate violence, threats or bullying in the workplace or at work related events by our employees or directed at our employees.

Violence is any:

- act or threat of physical violence;
- threat or behaviour that has the potential to harm or endanger others;
- threat or behaviour that has the potential to result in an act of aggression;
- threat or behaviour that has the potential to destroy or damage property.

Bullying or harassment includes words as well as acts. Pictures and images can manifest attitudes and a hostile or threatening work environment. The effect is to make a person feel insulted, offended, intimidated and unable to work effectively or ultimately, safely. For example:

- Verbal bullying with sexual overtones (sexual harassment).
- Persistent shouting and swearing.
- Unreasonable threats of dismissal.
- Peer to peer bullying and bullying by supervisors and managers.

If you are found to be responsible for workplace bullying, committing an act of violence or threatening to commit an act of violence towards another person or property, you will be subject to disciplinary action, up to and including dismissal.

You have a responsibility to report incidents of workplace violence or bullying to your host trainer and HTN consultant. All incidents will be thoroughly investigated and appropriate action will be taken by HTN management and your HTN consultant, in conjunction with your host trainer as required by law.

Drugs and alcohol

Policy

HTN demonstrates an unreserved commitment to:

- providing information about the effects of harmful drug and alcohol use;
- trying to reduce the costs to productivity associated with drug and alcohol use;
- addressing workplace factors that may contribute to harmful drug and alcohol use;
- providing access to assistance for those seeking help with harmful drug and alcohol use through an employee assistance program.

HTN understands that a variety of factors relating to the Hospitality industry can contribute to personal stress. These include, but are not restricted to, long hours and significant physical and mental demands. HTN also acknowledges that work-related pressures as well as personal difficulties can lead to drug or alcohol-related problems. Harmful drug and alcohol use can impact on workplace health and safety in many ways.

You have a responsibility to adhere to a standard of behaviour that is conducive to a safe working environment. Additionally, you are expected to maintain a high standard of performance at all times, as determined by HTN and your host trainer.

To abide by the policy and to demonstrate duty of care, you are expected to:

- present to work unaffected by alcohol or drugs;
- abstain from administering or using any harmful drugs or alcohol at the workplace;
- use prescribed drugs only as directed by a doctor.
- HTN apprentices or trainees under the age of 18 are prohibited from accessing alcohol for consumption by law.

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Employee assistance program (EAP)

HTN will ensure you have access to assistance. This will be through the distribution of information regarding harmful drug and alcohol use and detailed lists of contacts for professional counselling.

To continue education you will receive ongoing correspondence, including regular newsletters and information distributed by your HTN consultant. You will be entitled to leave and/or sick leave in order to seek counselling. (Duration will be determined on a case-by-case basis by HTN management.)

Referral to professional counsellors will be in the strictest confidence and will take into consideration location and accessibility.

You can activate a program by contacting your HTN consultant.

Paid Parental Leave

Policy

From 1 July 2011, employers will generally be required to provide Parental Leave Pay to their eligible long-term employees who have a child born or adopted on or after that date.

HTN will pay in these cases if the person:

1. will have been an employee of the employer for 12 months or more prior to the expected date of birth or adoption, and
2. will be an employee of the employer for the Paid Parental Leave period, and
3. is an Australian-based employee, and
4. is entitled to receive eight weeks or more of Parental Leave Pay.

The Paid Parental Leave scheme is funded by the Australian Government and provides Parental Leave Pay to mothers and other primary carers, including adoptive parents, who have been in the paid workforce and who have a baby or adopt a child on or after 1 January 2011.

Parental Leave Pay will be a legal entitlement for working parents who meet the scheme's eligibility criteria. To be eligible for the scheme, claimants will need to pass a work history test, an income test and a residency test.

Parental Leave Pay is not a leave entitlement, but will complement employees' entitlements to leave, such as the minimum entitlement to 12 months unpaid parental leave under the National Employment Standards for employees who have completed 12 months continuous service with their employer immediately before the expected date of birth or adoption.

Parental Leave Pay is in addition to any other obligation an employer may have to their employee, for example an obligation under an industrial instrument to provide an entitlement such as paid maternity leave, or an obligation under another law.

The scheme will provide a maximum of 18 weeks Government-funded Parental Leave Pay at \$570.00 a week, before tax (based on the hourly rate of the National Minimum Wage multiplied by 38 hours).

As is the case with wages, Parental Leave Pay will be taxable and recipients (generally mothers) will usually be paid in arrears. Parental Leave Pay must be taken over one continuous period of up to 18 weeks.

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Paid Parental Leave recipients can nominate the period over which they wish to receive their Parental Leave Pay. The start date cannot be before the child's birth or adoption, and all the Parental Leave Pay must be received within the first 12 months after the date of birth or adoption of their child.

Parents will lodge their claim with the Family Assistance Office. Claims can be lodged up to three months prior to the expected date of the birth or adoption. The first claims for Paid Parental Leave can be lodged with the Family Assistance Office from 1 October 2010. Parents are encouraged to lodge their claim early to ensure payment arrangements are in place with employers in time for their Parental Leave Pay to start.

Employers will generally be required to provide Parental Leave Pay to their eligible long-term employees who have a child born or adopted on or after 1 July 2011. A long-term employee is a person who has been an employee of the employer for 12 months or more prior to the expected date of birth or adoption of the child.

The Family Assistance Office will advise an employer if they are required to pay an employee Parental Leave Pay. It will also advise the parent of this. In other cases, the Family Assistance Office will make the payments direct to the parent.

If the employer is to provide Parental Leave Pay, the Family Assistance Office will provide written notice (electronically where possible) to the employer. It will collect the details that are required to ensure it can advance the employer the Paid Parental Leave funding amounts and it will advise the employer of the employer's rights and obligations.

The Family Assistance office will ensure that funds are made available to an employer in advance of the employer's obligation to provide Parental Leave Pay to an employee. If employers adhere to their normal and proper pay practices when providing Parental Leave Pay to their employees, they will not breach any of their obligations under the Paid Parental Leave scheme.

The employer will withhold Pay As You Go (PAYG) amounts and provide Parental Leave Pay to the employee in accordance with the employee's usual pay cycle.

A parent will not be able to work while receiving Parental Leave Pay, but may 'keep in touch' with the workplace.

If a person returns to work before they have received all of their 18 weeks of Parental Leave Pay, the person's Parental Leave Pay will stop. In these cases, the person's partner may be able to receive the unused amount of Parental Leave Pay.

Counselling and discipline

Counselling and, if necessary, discipline is conducted through a series of four interviews:

Interview 1

This interview will be attended by the apprentice/trainee, the HTN consultant charged with the responsibility of monitoring the apprentice/trainee and a host trainer representative. In the case that an apprentice/trainee is a minor, a parent or guardian must be in attendance at all meetings. It is at this point that the following points should be discussed and documented:

- Details of unsatisfactory work performance and examples.
- The minimum standard of performance that is required.
- The apprentice/trainee is to be advised that the training contract may be terminated should unsatisfactory performance continue.
- The apprentice/trainees should be asked if there are any workplace factors contributing to poor work performance.
- The apprentice/trainee should be offered professional counselling (through the EAP) with time off work to attend.
- An agreement should be reached (documented and signed by apprentice/trainee) about the time it will take to return to the minimum level of performance required, details of the assistance from HTN and the date of the next interview.

If the host trainer confirms that satisfactory performance has been regained within an agreed time frame, there is no need to progress any further.

Interview 2

The second interview should be held between the apprentice/trainee, the HTN Consultant, a representative of the host trainer and an independent support person as nominated by the apprentice/trainee. An agenda with the following points should be circulated to attendees prior to the meeting and then discussed at this interview and documented:

- Any additional details of unsatisfactory work performance should be stated.
- The apprentice/trainee should be informed that they risk discipline and possible termination for failing to improve performance.
- A written warning may be issued at this point.

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- The apprentice/trainee to be advised that the training contract may be terminated should unsatisfactory performance continue.
- The offer of assistance through professional counselling must be repeated.

If in reviewing performance it is found that the apprentice/trainee has regained satisfactory performance, no further interviews will be required subject to continued good performance.

Interview 3

Interview 3 should be held at HTN's offices (where practicable) between the apprentice/trainee, a HTN management representative, the HTN consultant and a support person as nominated by the apprentice/trainee. If the apprentice/trainee is a minor, this will invariably be a parent or guardian.

An agenda with the following points should be circulated to attendees prior to the meeting and then discussed at this interview and documented:

- Details pertaining to previous meetings and assistance given.
- All details of unsatisfactory performance including dates.
- A second and final written warning may be issued at this point.
- The apprentice/trainee should be advised that they risk having their training contract terminated if their performance continues to be unsatisfactory.
- The offer of assistance through professional counselling is to be repeated.

The performance of the apprentice/trainee should then be stringently monitored and documented.

Interview 4

Interview 4 should be held at the HTN's offices (where practicable) between the apprentice/trainee, a HTN management representative and representation nominated by the apprentice/trainee, e.g. parent or DET representative. Again an agenda shall be circulated to all attendees prior to the meeting.

It is at this point that appropriate discipline should be actioned. This will vary due to severity of circumstances but may include recommendation to mutually agreed cancellation or suspension.

General orientation

On completion of this training, HTN will endeavour to place you with a host trainer. During your workplace orientation, you should expect to be introduced to, shown or have the following explained to you:

- staff
- company policies and expectations
- duties and responsibilities
- duties to be undertaken
- emergency procedures
- emergency evacuation
- fire extinguishers
- location of the first aid kit and contents
- equipment
- training for equipment to be used
- reporting faulty equipment
- location and use of personal protective equipment
- uniform requirements
- hazardous substances
- location of safety data sheets
- location of chemical register
- cleaning schedule
- HACCP plan.

If at any times you have questions or concerns, ask your HTN consultant or host trainer for help.

Activities

Activity 1

Listed are some of the safety features of a chef's uniform. Describe their function/s.

Long sleeves and pants

Chef's hat and apron

Double breasted jacket

Round buttons

Activity 2






List 3 actions you could take to prevent the spread of infection and disease in the workplace?

- 1.
- 2.
- 3.






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Activity 3

Study the cartoons. Some represent hazards, others are accidents. Identify which is which, what might cause the problem, and if the problem is a hazard how you would remove it from the workplace. Write your answers in the space below.

	Workplace Hazard / Accident	Type of Injury	Caused by	Solution
1				
2				
3				
4				
5				

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	Workplace Hazard / Accident	Type of Injury	Caused by	Solution
6				
7				
8				
9				
10				

Activity 4

Circle at least four areas where accidents may occur on the cartoon.



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Activity 5

1. Finish numbering the following statements in the order you think they would occur:

7 Bend your knees and put down the load. Use your legs and knees to bend and not your back.

Support the load with your arms and walk to the new location.

4 Relax your knees, keep your back straight and get a secure hand -hold on the load.

Straighten your legs so that your thigh muscles are doing the lifting and not your back. Keep the load close to your body and avoid twisting.

1 Before even starting the lift, make sure the path that you travel is clear and that there is a clear space to put the load down.

3 Place your feet close to the load, one foot beside the load and the other behind the load. Both feet should be pointed in the direction you wish to travel.

Check the weight of the load by gently rocking the object from side to side. Ask for help or get mechanical assistance if the load is too heavy or awkward.

2. What do you consider is the most important thing to remember when lifting? (complete the following sentence) .

It is important to lift with your and not your .

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Activity 6

Tick (3) the pieces of equipment or machinery that you are familiar with and are able to operate confidently. Total them and record your answer.

- | | | | |
|-------------------------------------|--|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> brat pan | <input type="checkbox"/> combi-oven | <input type="checkbox"/> bain marie | <input type="checkbox"/> steamer |
| <input type="checkbox"/> slicer | <input type="checkbox"/> blender stick | <input type="checkbox"/> blender | <input type="checkbox"/> mixer |
| <input type="checkbox"/> gas range | <input type="checkbox"/> salamander | <input type="checkbox"/> grill plate | <input type="checkbox"/> dishwasher |
| <input type="checkbox"/> alto sham | <input type="checkbox"/> blast chiller | <input type="checkbox"/> rumbler | <input type="checkbox"/> hydrotherm |
| <input type="checkbox"/> convection | <input type="checkbox"/> oven deep fryer | <input type="checkbox"/> anlika | <input type="checkbox"/> regathermics |

Total = /20

How did you score?

What does your score indicate to you? The purpose of the exercise is to demonstrate the fact that you are not expected to know every piece of equipment and therefore should ask for assistance or training if you are not sure how to operate them.

Activity 7

How would you extinguish the following fires?

Deep fryer (animal fat) :

Electrical fire :