

CHAPTER FIVE

Employee Induction & Management

Work Induction	2
Safety Induction	14

Appendices:

Induction for Employees (5a)	4	
Safety Induction Workbook (5b)	7	
Employment Agreement (5c)	55	
MOU (2a)	5	Chp 2
Banking Details (5d)	56	
Employee Unavailability Details (5e)	57	
Portfolio (8b)	7	Chp 8

EMPLOYEE INDUCTION PROGRAM

As well as the usual induction program that is given to an employee on the job – usually on the first day of work. Career WorkKeys has an Induction Program (*refer “Induction Program” Appendix 5a*) including a Safety Induction for all new employees (*refer “Safety Induction” Appendix 5b*). It is recommended that all new employees undertake the program to ensure their familiarity with common workplace practices and their safety in the workplace. It would also be helpful to include the following sample documents in a kit for new employees:

DOCUMENT	USE	REFERENCE
Employment Agreement (employee & CWK)	To be completed once accepted into the program	Appendix 5c
MOU	Describes the role of all keystakeholders in the program	Chap 2 App 2a
Key Work Skills	Used for assessing employees while on the job and forms part of their portfolio of performance	Chap 8 App 8a
Banking Details	To be completed for payment of wages by CWK	Appendix 5d
Employee Availability Details	To be completed at any time during employment indicating inability to present for work	Appendix 5e
Portfolio	Sample of what will be achieved at set times throughout the year	Chap 8 App 8b

A. INDUCTION PROGRAM

The Induction Program (*Appendix 5a*) is usually done on a one on one basis with each new recruit. The program aims to do the following:

- Introduce new employees to the Career WorkKeys Program
- Remind employees of their obligations in becoming part of the program
- Discuss the assessment procedures and recording results (see attached Key Work Skills Document)
- Give employees tips on successfully keeping a job once in it
- Discuss Occupational Health & Safety, EEO issues and Workplace practices
- Confirm arrangements for pay etc (see Appendixes 5h and 5i)
- Discuss discipline and dismissal issues

B. SAFETY INDUCTION

This is basically a self paced information/workbook document (*Appendix 5b*). The aim of the documents is to introduce basic workplace safety concept to the employees, and test employees on their knowledge prior to their employment.

Appendix 5a

Sample Induction Program

CONTENTS

1. Welcome to Career WorkKeys	2
2. So you are now part of Career WorkKeys.	
2.1 What is Career WorkKeys?	2
2.2 What does this mean to you?	
2.3 Remember you are a valued employee of Career WorkKeys.	
2.4 What are the benefits to you?	
2.5 Career WorkKeys is not just another labour hire company.	
2.6 Skills assessment and recording.	
2.7 Tips on keeping this job.	
3. Career WorkKeys Clients	4
4. Work safely at all times.	4
5. Drugs and Alcohol in the Workplace.	6
6. Sick leave and Annual leave.	6
7. Work Cover.	6
7.1 What do you do when you have an accident?	
8. Sexual harassment in the Workplace	7
8.1 Definition of Sexual Harassment.	
9. Pay arrangements.	7
9.1 Timesheets.	
9.2 Bank Accounts.	
10. Counselling and Disciplinary Matters.	8
11. Superannuation.	9
12. Strikes.	
13. Equal opportunity	10
Welcome to Career WorkKeys.	

Congratulations on joining and welcome to Career WorkKeys

..... Career WorkKeys Ltd. (Career WorkKeys) is a community based, *not for profit*, labour hire company with the principal objective of contributing to the economic and social development of the Central Coast community.

In order to achieve this purpose Career WorkKeys knows that it has to achieve the following outcomes:

- to enhance the quality, value and image of part-time, temporary and casual workers,
- to improve employment security for part-time, temporary and casual workers,
- to develop and document the skills of part-time, temporary and casual workers,
- to enable our employees to achieve an employment status that suits their needs, and
- to continually improve its image as a friendly, helpful, efficient and socially aware organisation.

This document provides you with an explanation of how Career WorkKeys operates, what it can do for you and some of the Rules and Conditions of employment under which you will be employed.

Please read this document through **at least once** and keep it in a safe place for your own reference. If you have any questions or comments about any aspect of your employment, please contact our office to discuss your questions, comments or arrange an appointment.

SO YOU ARE NOW PART OF CAREER WORKKEYS.

2.1 What is Career WorkKeys?

As explained above Career WorkKeys is a community based, *not for profit*, labour hire company. A labour hire company is a company that establishes business relationships with other businesses, referred to in this document as Clients, and supplies them with workers.

This gives Career WorkKeys' employees the opportunity, if they wish, to build several casual or temporary jobs into full-time or near full-time work over the course of the day, week or longer depending on demand.

Under this system;

- Career WorkKeys' Clients are provided with the benefits of a professional employment service.
- Workers are provided with employment.
- Career WorkKeys generates income from the charges levied on the Clients.
- Because Career WorkKeys is a *not-for-profit* company the surplus accumulated from these charges is used to provide the best possible

service and assistance to Career WorkKeys' employees and those workers seeking to become Career WorkKeys' employees.

2.2 What does this mean to you?

The most important things for you to remember is that:

- **You are now employed byCareer WorkKeys.**
- Unless you have been told otherwise you are a casual employee and you will receive casual rates of pay.
- You can be placed with one or more Career WorkKeys' Clients.
- Even though you are placed at a Client's business site all employment responsibilities are those of Career WorkKeys **not** the business where you are working.
- This does not mean that you can or should neglect your work because while at a Client's site you are a Career WorkKeys ambassador and your actions, good or bad, will reflect on Career WorkKeys generally. This means that your good actions could attract more Clients to Career WorkKeys and therefore provide more work for Central Coast workers. The reverse is also true as your bad actions could result in Career WorkKeys losing the Client and the opportunity to provide work to Central Coast workers.

2.3 Remember you are a valued employee of Career WorkKeys

As your employer, Career WorkKeys will look after your wages, tax, group certificate and Workers Compensation. If anybody asks who your employer is, you should tell them that you work for Central Coast Career WorkKeys. On any forms that ask who your employer is you must always write Central Coast Career WorkKeys.

If there is anything that you would like to discuss about your job etc. call our office. We care about you and your employment with Career WorkKeys.

2.4 What are the benefits to you?

You receive a number of benefits that otherwise may not be available within the casual and temporary labour market.

- You are guaranteed all your employment rights and entitlements.
- In some cases you get the opportunity to work at a range of different Clients' businesses and industries providing you with greater variety, interest and increasing your range of work skills.
- You have the opportunity, if you wish, to gain more work in a week, month or year through building several part-time or temporary jobs, and as a result gain greater employment security.
- Your skills can be assessed and recorded through our quarterly Key Work Skills assessments.
- You will have access to personal support, mentoring, counselling and career planning.

- Where possible work placements will be planned around personal goals and career plans.

2.5 Career WorkKeys is not just another labour hire company.

Unlike many existing labour hire arrangements, Career WorkKeys provides a range of activities including:

- Linking younger and less experienced employees to mentors for career planning and guidance.
- Developing and assessing key work skills.
- Recording work experiences and skills in an on-going portfolio and
- Introducing inexperienced workers to structured work environments and sound work practices through the involvement of more experienced workers and mentors.

2.6 Skills Assessment and Recording

A key feature of Career WorkKeys is the recognition and recording of experiences and skills gained by the employee – **Key Work Skills**. The recording process will describe the technical and personal skills and competencies demonstrated by the employee. The assessment will be recorded in an employee portfolio.

Employees will be regularly assessed by the workplace supervisor. In addition Career WorkKeys employees will be encouraged to personally re-assess their Key Work Skills on a regular basis with their mentor.

2.7 Tips on Keeping This Job

- Arrive 5 minutes early for work, this always shows keenness. If you are running late, ring and let the Career WorkKeys Client and Career WorkKeys know as soon as possible.
- Do not report for work under the influences of alcohol or drugs as this will effect your ability to work and will result in your termination of employment.
- Work your full hours – don't have extended breaks or knock off early unless you have asked permission.
- If there are dress rules at your workplace make sure that you follow them.
- Listen carefully to instructions and accept criticism and direction without loosing your cool.
- Use protective clothing when required and follow all of the safety rules.

- Don't take a 'sickie' or not turn up for work. Any inability to not attend work should be advised to your Career WorkKeys' Client and Career WorkKeys as soon as possible.
- Put in a good day's work.

CAREER WORK KEYS CLIENTS

It is extremely important that you treat your Career WorkKeys' Clients with respect and follow the instructions given by that person and/or members of their staff.

Should you have a problem with the Client where you are working, or someone within that organisation and you are unable to resolve the problem, then you should contact Career WorkKeys to assist you in finding a solution that is satisfactory to all parties.

WORK SAFELY AT ALL TIMES

Look after yourself in the workplace and if you see something that you consider unsafe, point it out to your supervisor straight away. Don't be shy or embarrassed. Imagine how you would feel if the ambulance carried away a fellow worker. If you are unsure of how to approach your supervisor, contact the Career WorkKeys' office.

REMEMBER, ALWAYS THINK SAFETY FIRST. YOU ARE NOT ONLY RESPONSIBLE FOR YOUR OWN SAFETY BUT ALSO FOR THE SAFETY OF OTHERS AROUND YOU.

The following rules apply to all people in the workplace – **especially you**.

- Learn and observe the Health and Safety rules at each site you work at before you start work.
- Keep guards and shields in place at all times. If any are loose or missing, report them to your supervisor.
- Observe all Warning Signs and Danger Tags. If you feel a warning sign should be in place in an area, report it to your supervisor.
- No smoking on the job. Use only designated areas and only smoke during breaks.
- Use protective equipment and clothing such as safety glasses where required.
- No horseplay – most workplace injuries can be prevented – don't ask for one to happen.
- Observe emergency facilities and procedures at all times.

- Observe lifting load limitations and occupational overuse rules.
(If you don't know what these requirements are, ask your supervisor)
- Take Fire Safety precautions and store and use flammable liquids correctly.
- Only use equipment you are licensed to use.
- If you are working outside:
 - * make sure you can be seen
 - * wear a hat and sun screen if working in the sun
- wear warm clothes when working in cold conditions
- Be careful when dealing with chemicals:
 - * become familiar with chemical safety signage which identifies toxicity and other hazards.
- use appropriate protective clothing when using chemicals.
- If painting, ensure adequate ventilation, keep flammable paints away from exposed flame and store paint according to instructions.
- Avoid working with asbestos – it is not to be handled by unlicensed people.
- Avoid unprotected exposure to noise – wear ear plugs or muffs.
- Be careful with electricity-
 - * Only qualified electricians are permitted to repair or adjust electrical fittings.
 - * Ensure that all electrical leads and fittings are in good condition and leads are in safe areas.
- Be careful when working on elevated platforms or other high areas – always use protective equipment.
- Keep the worksite clean and clear. Accidents are often caused by equipment left lying around and sloppy work habits.

DON'T IGNORE THE BASIC REQUIREMENTS OF WORKPLACE SAFETY.

IF YOU ARE ASKED TO PERFORM TASKS THAT YOU CONSIDER UNSAFE, SUGGEST A SAFE ALTERNATIVE. IF ANY PERSON ATTEMPTS TO FORCE YOU TO CARRY OUT UNSAFE WORK PRACTICES YOU SHOULD REFUSE AND IMMEDIATELY CONTACT THE CAREER WORKKEYS' OFFICE.

DRUGS AND ALCOHOL IN THE WORKPLACE

Drug and alcohol use and abuse causes sickness, absenteeism and creates health and safety issues in the workplace.

- Social use of drugs and alcohol is your own business but when it interferes with
 - (a) Your work; and/or
 - (b) The work of others; and/or
 - (c) Places your or others in the workplace at risk of injurythen it becomes the business of Career WorkKeys.
- The use of drugs or alcohol during work hours will result in instant dismissal.
- Reporting for work under the influence of drugs or alcohol will effect your ability to work safely and efficiently and will result in the termination of your employment with Career WorkKeys.
- Drug and alcohol dependence is an illness that needs treatment. Career WorkKeys may assist with the treatment of this illness if the employee is trying to assist his/her self.
- If drug or alcohol dependence is medically diagnosed and the employee refuses to undertake treatment, suspension from duties leading to termination would be undertaken.

SICK LEAVE AND ANNUAL LEAVE

As you are employed on a casual basis there are no sick leave or annual leave entitlements. Your hourly rate of pay has been inflated to compensate you for not receiving these benefits.

When you are sick **you must advise your Career WorkKeys Client and Career WorkKeys at least one hour prior to the commencement of the working day**. Your doctor's certificate should then be forwarded with your timesheets to Career WorkKeys.

WORK COVER

It is important to remember that all accidents that do occur, no matter how minor they may seem at the time, should be reported to your supervisor immediately. This is important as this type of injury can sometimes lead to problems in the future and if you have not reported the incident then you may find it hard to prove.

We ask you to take all reasonable care in whatever job you are working on. However, should you have an accident at work, there are some things you should know.

7.1 What do you do when you have an accident?

- a. you must inform the Medical Clinic thatCareer WorkKeys is your employer.
- b. All medical accounts must be forwarded to us and accounts must be made out toCareer WorkKeys.
- c. WorkCover initial medical certificate must be obtained from your doctor and be forwarded to us as soon as possible. **WorkCover Claim for Compensation Form** must also be completed and forwarded to Career WorkKeys. This form is available from our office. The above procedure must be completed within 2 days of the incident or your claim may be effected.
- d. Advise your supervisor and Career WorkKeys as soon as possible after it happens.

This is important, as WorkCover Claim Forms have to be completed by Career WorkKeys. Payment of accounts will be in jeopardy if this action is not completed.

SEXUAL HARASSMENT IN THE WORKPLACE

Under the Equal Opportunity Act (1984) sexual harassment is illegal. All people have the right to work in an environment which is free from sexual harassment.

Any incidence of what you believe is sexual harassment must be reported to your Career WorkKeys' Office.

Any reports of sexual harassment will be treated seriously and sympathetically by Career WorkKeys. All reports will be investigated in confidence. Disciplinary action will be taken against anyone found to be guilty of sexually harassing any person, no matter who they are.

8.1 Definition Of Sexual Harassment

Sexual harassment is deliberate verbal or physical behaviour of sexual nature that is unwelcome and unwanted. Mutual attraction or friendship is not sexual harassment.

Sexual harassment may include:

Leering, patting, pinching, touching or unnecessary familiarity.

Persistent demands for sexual favours or outings.

Displays of offensive posters, pictures or graffiti.

Dirty jokes, derogatory comments, offensive written messages or offensive telephone calls.

If any such behaviour makes you feel offended, intimidated, frightened or uncomfortable, it is sexual harassment and against the law.

PAY ARRANGEMENTS

Career WorkKeys pay its' employees each week. The system used;

- (a) the pay week for each week closes each Sunday.
- (b) Time sheets from Career WorkKeys' Clients are received in the office each Monday.
- (c) Your pay is transmitted to Career WorkKeys' Bank on Wednesday afternoon and your pay is in **your** Bank account on Thursday.

As an employee of Career WorkKeys, you will be paid according the Award or Enterprise Agreement that is applicable in the workplace where you work.

Should any problem arise please contact Career WorkKeys immediately as, if left too long it becomes very difficult to resolve.

All the above reinforces the need for you to accurately read and interpret your pay slip, and **fill out your time sheet correctly**.

9.1 Timesheets

To ensure that you receive the correct wages, regular information about the hours you have worked, where you worked and other relevant details must be provided to Career WorkKeys by 10am each Monday.

Career WorkKeys weekly time sheets must be completed by you or your supervisor. Failure to fill out a weekly time sheet could result in you not being paid that week. So the time sheets are very important to you and Career WorkKeys.

We ask that you ensure that the timesheets are filled out each week, and signed by yourself and your Career WorkKeys Client, and returned to Career WorkKeys immediately.

Remember, if your timesheets are not received you may not receive your correct pay.

9.2 Bank Accounts

Career WorkKeys pays your wages directly into your bank account; therefore it is very important that you provide the Career WorkKeys administration staff with your account and branch numbers.

10 COUNSELLING AND DISCIPLINARY MATTERS

Should your performance fall below standard, you will be counseled verbally and warned that your employment is in jeopardy. If your performance is still unsatisfactory there would be no option other than to terminate your employment with the Company.

There are, of course, some forms of behaviour that will attract instant dismissal and cancellation of your employment contract with Career WorkKeys.

Your employment can be terminated if:

- You arrive at work under the influence of drugs or alcohol.
- You consume drugs or alcohol during working hours.
- You are involved in a fight or engage in dangerous behaviour (horseplay, practical jokes, continuous unsafe work practices that endanger any person).
- You abuse your superiors.
- You disobey the lawful directive of your Career WorkKeys Client or Career WorkKeys' Officer.
- You are absent from work for a period exceeding one working day without explanation.
- You are involved in unlawful or criminal activities.
- You are inefficient, neglectful or display other serious misconduct.
- You steal from your workplace or another employee.
- You deliberately damage Career WorkKeys or a Career WorkKeys' Clients' property.

Corrective action is required in regard to the following, and if repetition/continuance of the problem occurs, may lead to termination of employment.

- (a) Continuous punctuality problems.
- (b) Lack of application.
- (c) Poor performance.
- (d) Insolence to the customer's staff or clients and/or Career WorkKeys supervisors.
- (e) Not following or accepting lawful direction or instruction.
- (f) Misbehaviour or disruption.
- (g) Other actions which may threaten to either discredit Career WorkKeys or prejudice placement of future personnel with a Client.

SUPERANNUATION

As well as paying your wages Career WorkKeys contributes 8% of your gross wages to a Superannuation Fund on your behalf.

To maintain your Superannuation payments, monthly work statistics are required, so, once again, it is vital your timesheets are received regularly.

NOTE: Superannuation is a form of saving for your future. Some funds allow you to contribute additional amounts over and above what your employer contributes.

12. STRIKES

As an employee of Career WorkKeys your Contract of Employment does not permit you to go on Strike. If you have any concerns or issues about your employment with Career WorkKeys you should raise them quickly with the Office so that they can be resolved.

13. EQUAL OPPORTUNITY

Career WorkKeys is an Equal Opportunity Employer and is committed to offering all people the opportunity to enter the career path of their choice.

REMEMBER

Your time with Career WorkKeys should be an exciting, rewarding and enjoyable time for you. By reaching all of the personal goals you set, you should gain a great sense of achievement.

Appendix 5b

Sample Career WorkKeys Safety Induction

Employee Declaration

I hereby declare that I have completed the Career WorkKeys Employee Safety Induction and I clearly understand my responsibilities to at all times work safely and have a safety awareness attitude.

I also will comply at all times with my responsibilities under the OH & S Act 1983 as an employee of this Company.

Employee Name: _____
(Please print)

Signed: _____

Date of Safety Induction: _____

Career WorkKeys Staff Member: _____
(Please print)

Signed: _____

(To be completed by Career WorkKeys General Manager)

Date Received: _____ Signed: _____

Workbook

Introduction

Welcome to this Safety Induction on Occupational Health and Safety (OH & S).

“Occupational Health and Safety” means health and safety in the workplace.

You will be given information on OH &S and then asked to completed short answer questions and quizzes. You will be looking at the following areas:

- What is Occupational Health and Safety (OH & S)?
- What is an accident?
- How to spot hazards in the workplace.
- What is the relevant legislation?
- What are your rights and responsibilities in the workplace?
- What are the rights and responsibilities of your employer?

If you have any questions at all whilst going through the Safety Induction please do not hesitate to contact a staff member of Career WorkKeys for further information.

SECTION 1

- What is Occupational Heath and Safety (OH &S)?
- What are your rights and responsibilities under the OH & S Act (1983)?
- What are the rights and responsibilities of your employer under the OH & S Act (1983)?
- What is an Occupational Heath and Safety Committee?

FACT SHEET

WHY DO WE HAVE OCCUPATIONAL HEALTH & SAFETY?

The aims and objectives of legislation in this area are:

- to secure the health, safety and welfare of persons in the workplace in every type of industry and profession
- to protect persons in the workplace against risks to health or safety in relation to environmental factors, tools used or procedures undertaken
- to ensure the provision of safe and healthy environments by identifying and eliminating risk factors
- to remove at the source anything that puts at risk the health and safety or welfare of persons in the workplace
- to make employees and employers aware of the need to be actively involved in providing a framework within which safe work practices can be established and maintained in their own workplace
- to provide the opportunity for employees and employers to join and be active in associations on a wider scale which assist in the formulation and implementation of health and safety standards.

Each state has laws that apply to safety in the workplace.

State OH & S laws are administered under a State or Territory authority.

The Commonwealth Government Authority responsible for safety at work is Worksafe Australia.

FACT SHEET:

A SUMMARY OF THE O H & S ACT 1983

The NSW *Occupational Health and Safety ACT 1983* aims to protect the health and safety and welfare of people at work.

It lays down general requirements which must be met at places of work in NSW.

The provisions of the Act cover every place of work in NSW. The Act covers self-employed people as well as employers and employees.

The general duties set out in the Act are summarised below.

Employers must ensure the health, safety and welfare at work of their employees. Things employers must do to ensure this include:

- Providing or maintain equipment and systems of work that are safe and without risks to health
- Making arrangements for ensuring safe use, handling, storage and transport of equipment and substances
- providing the information, instruction, training and supervision necessary to ensure the health and safety at work of employees
- Maintaining places of work under their control in a safe conditions and providing and maintaining safe entrances and exits
- Making available adequate information about research and relevant texts of substances used at the place of work

Employers must not require employees to pay for anything done or provided to meet specific requirements made under the Act or associated legislation.

Employers and self-employed people must ensure the health and safety of people visiting their place of work who are not their employees.

Manufacturers and suppliers of plant and substances to workplaces must make sure that they are safe to use when properly used. They must:

- Carry out necessary research, testing and examination
- Making available adequate information about research and relevant tests of substances they manufacture, transfer or supply
- Making available information about conditions for the safe use of equipment and substances they manufacture, transfer or supply.

Persons who erect or install equipment at a workplace must make sure that it is safe to use when properly used.

Persons in control of non-domestic premises which are used as a place of work must ensure that the premises and exits and entrances are in a safe condition.

Employees must take reasonable care of the health and safety of others. Employees must cooperate with employers in their efforts to comply with occupational health and safety requirements.

No person must:

- Interfere with or misuse things provided for the health, safety or welfare of person at work
- Obstruct attempts to give aid or attempts to prevent a serious risk to the health and safety of a person at work
- Refuse a reasonable request to assist in giving aid or preventing a risk to health and safety

DID YOU KNOW?

COSTS RESULTING FROM ACCIDENTS

Human Costs

Death or disability results:

- in pain and suffering for accident victims and their families
- in decline of their quality of life

Social

Taxes are used to help pay for workplace accidents
ie health system, social security

Economic

Accidents directly cost insurers, employers and injured employees millions of \$\$\$ every year

Organisational

A company or organisation has costs especially associated with accidents such as:

- replacing injured employees
- time spent eg completing insurance claim forms
- increased insurance premiums

FACT SHEET

An employer is legally required to provide:

- a safe and healthy workplace
- safe entry to and exit from the workplace
- safe equipment and machinery
- safe systems of work (ie safe procedures, schedules, rules and so on)
- training and supervision of employees in issues of safety.

An employee is legally required to:

- take reasonable care for the health and safety of himself or herself and others in the workplace
- cooperate with the employer in matters of safety
- not misuse or interfere with anything provided in the interest of health and safety.

As you can see, both employers and employees have a combined responsibility under the Act to work together and make workplace safe and healthy.

FACT SHEET

OCCUPATIONAL HEALTH AND SAFETY COMMITTEES

The act also allows Occupational Health and Safety Committees to be set up in any workplace of twenty or more people where the majority of employees request it.

The aims of such a committee are to:

- ensure the employees participate in determining safety policy and procedures
- ensure health and safety issues are dealt with effectively and systematically
- help ensure everyone accepts their responsibility to contribute to a safe work environment.

WHAT DO YOU THINK?

Questions:

a. Why do you think we need occupational health and safety regulations?

b. State three responsibilities of employers under the NSW Occupational Health and Safety Act.

c. State three responsibilities of employees under the NSW Occupational Health and Safety Act.

QUIZ:

The NSW Occupational Health and Safety ACT (1983), puts responsibilities on all workers, all employers, in all workplaces around the State. Therefore, employers and employees have rights and responsibilities towards each other in making sure the workplace is safe and healthy.

The following is a list of responsibilities - in the column next to the list please identify whose responsibility you believe it to be (the employers or the employees).

Some OH & S Responsibilities	Who is Primarily Responsible?
Working in a healthy and safe manner ie not taking any shortcuts	
Maintaining a healthy, safe workplace eg remove or rectify hazards	
Providing information, instruction, training and supervision to ensure health and safety eg explaining emergency procedures to new staff	
Taking care of the health and safety of others eg cleaning up after each task	
Providing safe working systems	
Cooperating with health and safety requirements (wearing protective gear)	
Not interfering with or misusing anything related to health, safety and welfare (eg not misusing the fire extinguishers)	
Ensuring safe use, handling and storage and transport of machinery and substances (eg safe sites for removing waste)	

QUIZ:

Please circle the correct answer:

- Both employers and employees have roles in implementing and sustaining standards within the workplace

TRUE

FALSE

- It is the duty of employees to comply with safety standards.

TRUE

FALSE

- Occupational Health and Safety legislation is limited to workplace issues such as noise and lighting.

TRUE

FALSE

- Court actions and financial penalties can be the result of non-compliance with the legislation.

TRUE

FALSE

- Information regarding health and safety issues must be formulated, reviewed and disseminated to employees in all languages relevant to the workplace

TRUE

FALSE

SECTION 2

What health risks are there in the workplace?

- What is an accident?
- What is safety awareness?
- What are potential hazards and health risks in the workplace?
- What are some solutions?
- Be aware of lifting and manual handling techniques
- What causes stress?
- What is Workers Compensation?

FACT SHEET:

WHAT IS SAFETY AWARENESS?

Safety programs include three key parts:

1. *Assessing risks* - analysing any safety hazards in the workplace

2. *Reducing risks* - taking steps to reduce or control the risks

3. *Being prepared* - knowing what to do if something goes wrong.

WHAT IS AN ACCIDENT?

An accident is an unplanned and undesirable event which interrupts normal activity:

Accidents can be almost instantaneous, or can occur over an extended period of time.... for example, chronic illness from exposure to chemicals. Accidents may cause personal injury, damage to plant and equipment, both, or neither. Accidents can also include near miss incidents.

Typically there are three groups of contributing factors:

1.*Environmental and working conditions* - eg heights, poor housekeeping

2.*Workplace layout and design* - eg lack of lifting devices

3.*Behavioural* - eg attitude


The following is a list of some examples of behavioural or human factors involved in accidents:

- not following safe work practices
- fatigue
- stress
- taking short cuts
- lack of experience
- lack of training
- lack of concentration
- not wearing appropriate personal protective equipment
- using the incorrect tool
- inappropriate purchasing decisions
- emotional problems
- lack of understanding
- altered consciousness from alcohol or drugs
- communication problems eg language difficulties
- misconduct
- lack of supervision


Workplace Hazards

In each of the following pictures there is a potential hazard or danger. Identify the danger in each picture and comment on what might happen.

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Workplace Hazards (cont)


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Workplace Hazards (cont)


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FACT SHEET:

PHYSICAL HAZARDS

Included in the factors regarded potentially as physical hazards are:

Furniture and Fittings

Furniture should be placed so that people can move around freely without bumping into sharp corners of items such as desks, benches and filing cabinets. Always think about what happens when you open a particular piece of furniture ie kitchen drawers - do they protrude too deeply? Will other staff be able to manoeuvre around the drawers easily?

Electrical

Cords and cables from telephones, typewriters, computers, printers and so on should be kept out of people's way to prevent accidents. They can be taped along walls and under desks.

Electrical equipment which is not working should have an "out of order" sign on it and the plug pulled out of the power point. Only an official service person should repair the equipment.

Power points should never be overloaded as they are dangerous and can cause serious damage to equipment as well as starting fires.

Lighting

To avoid straining your eyes you need the correct lighting. This means that it should not be too dim so that you are straining when you read, or too bright so that there is glare or reflection.

Many workplaces are lit by fluorescent tubes or fixed lighting which are not easy to relocate however, you can make the most of both natural and artificial lighting.

Manual Handling

All areas of the workplace from the office to the factory floor present safety risks. Regardless of your job you will be involved in some form of manual handling at some point in time - moving a computer, a ream of paper, a keg etc. Always asks yourself the following questions:

- Must the load be moved?
- Must the load be lifted? Perhaps it can be rolled, slid, pushed or poured?
- Can it be moved mechanically?
- Can the load be reduced? Can it be broken into two or more components?
- Can assistance be gained? A team?
- Is the load too heavy to lift safely?

Lifting and Carrying

Although your job probably does not require much lifting , occasionally you might have to move a large object. *Lifting is one of the major causes of accidents in the workplace.*

There are regulations about how much you are allowed to lift. even though you may be young and fit you still need to be careful. Consider:

The first step is preparation, make sure the pathway is clear of obstructions, check the load for sharp edges and then size up the load. As a general rule the front foot should be beside the object and if possible pointing in the direction of travel. The back foot should be slightly behind and hip width from the front foot. This achieves a stable base and allows for an even distribution of weight. Always bend your knees to get down to the load and use your legs to lift the load - this way your thigh and leg muscles are used and they are the strongest part of the body. During the lift keep your spine straight along with your arms and your elbows in to the sides.

Storage

Everything in the workplace should have a safe storage place and be kept there when not in use. Leaving things lying around invites accidents, spills or breakages. Stairs and passageways, or the tops of cupboards and cabinets are not the right places for boxes and old files.

Fire

All workplaces should be equipped with the right kind of fire extinguishers and should have easy to reach fire exit doors. Stairs, passageways and fire exits should never be blocked or difficult to get to. Everyone should know what to do if a fire starts and care should be taken with flammable liquids such as cleaning fluids and thinners.

Photocopiers

There is much evidence to suggest that photocopiers emit fumes which after prolonged exposure can be damaging to your health. This can be avoided by placing the photocopier in an area which is well ventilated.

Heating and Cooling

Your work environment should not be too hot or too cold. Heating and cooling equipment, including air conditioners, should work properly and be serviced regularly.

Noise Pollution

Excess or unnecessary noise can be very stressful, bad for your health and reduce your capacity to do your job well. Every effort should be made to minimise noise in the workplace.

HMMMMMM!:

List 3 of the areas where there are potential hazards in the workplace and explain the possible effects of these hazards.

REMINDER:

WHEN YOU GO TO YOUR WORKPLACE LOOK FOR.....

- Workplace manuals about safety
- Safety policies
- Signs/notices displayed
- Procedures for fire/evacuation
- Procedures for lifting and moving goods

WHAT DO YOU THINK?

Early Warning - what should you do?

1. You find you are getting sore arms after using the computer for a while. What should you do?

2. You notice a staff member lifting heavy boxes awkwardly. What should you do?

3. You almost trip over a loose file? What should you do?

4. The storage refrigeration unit leaks making the floors slippery. What should you do?

FACT SHEET:

WHAT CAUSES STRESS?

- job security
- crowding
- lighting
- temperature
- new technologies
- noise
- furniture
- equipment design
- peer relationships
- customer relations
- lack of control over work
- management style
- organisational change
- in house training
- clarity of job description
- promotional opportunities
- work overload on a continuing basis

WHAT DO YOU THINK?

WHAT SORT OF STRESS WOULD YOU EXPECT TO BE PRESENT IN THE FOLLOWING PREMISES?

LIST 3 TYPES.

- Frame & Truss Manufacturer

- Office Building

- Service Club

SAMPLE:

The following is typical of the questions you will have to answer in writing if you ever have to report a workplace accident. Please take the time to read through the questions.

REPORTING AN ACCIDENT	
• When did the accident occur?	_____
• Where did it take place?	_____
• Were there any injuries or damages?	_____
• Did you witness the incident?	_____
• Were there any other witnesses?	_____
• What happened?	_____
Signature: _____	
Date/time: _____	

FACT SHEET:

WORKERS' COMPENSATION

Legislation has been passed that requires employers to belong to an insurance scheme that provides injured workers with compensation and assistance should an incident occur. This type of scheme provides to employees:

- medical expenses incurred as a result of a workplace injury
- compensation for lost earnings during recuperation, recovery, injury/time off
- lump sum payments for specific injuries such as loss of limb or vital organ
- rehabilitation programs which provide assistance in physical, mental and occupational sense.

QUESTION:

Mark Mathews was involved in an accident at work where he broke his leg in a number of places. Mark has just been told that he won't be able to return to work for a long time because he will need 2 operations.

- What kind of assistance is available to Mark?
- What are the workplace procedures for reporting and claiming compensation for a work related injury?

EXERCISE:

WORKPLACE INCIDENTS

Please circle the correct answer:

-
- Workers' Compensation is funded by the Federal Government

TRUE FALSE

- Any injured employee is entitled to compensation and does not have to provide negligence on someone else's part.

TRUE FALSE

- Guidelines for Workers' Compensation are based on legislation passed in each state and territory of Australia.

TRUE FALSE

SECTION 3

- Ergonomics
- Good Housekeeping
- Tools & Equipment
- General Safety
- Personal Protective Equipment
- What is Safety Awareness

WHAT DO YOU THINK?

The way in which our work and our working environment is organised can often lead to inefficiency and discomfort. Over time this could have more serious consequences such as back, eye or neck strain, stress and so on.


Ergonomics is the study of the relationship between workers and their working environment. The aim of ergonomics is to improve the working environment by identifying problems and suggesting solutions. This promotes the well being of the worker both physically and mentally.

- **Consider**
- **Ergonomics in the Workplace**
- **Analysis**


Ergonomics in the Workplace

Describe the problems in each of the following photographs. What do you think might happen if each of these situations continue?

1.


<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	
---	---

2.

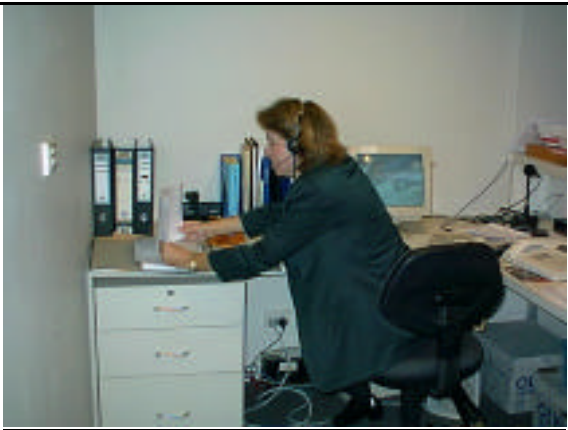
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	
---	--

Ergonomics in the Workplace Cont

3.

<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	
---	--

4.

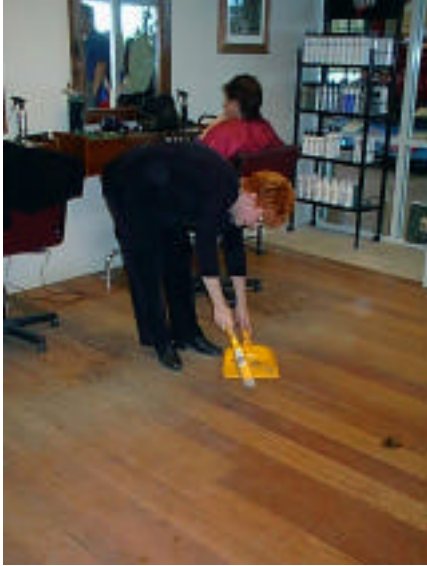
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	
---	--

Ergonomics in the Workplace Cont


5.

<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	
---	--

6.

<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	
---	---

7.

<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	
---	--

FACT SHEET:

Design of Equipment

Equipment should be suited to the task and adjustable for the user. Desks and chairs for example need to be suitable for the people using them. For example:

Your desk is at the proper height when it allows your hands and forearms to be at right angles to your body when you are working. This position places the least strain on your muscles and is the least tiring. Desk heights are usually not adjustable, but chair heights usually are. A well designed chair should allow you to sit in a position with your knees and elbow at a ninety degree angle.

Design of Tasks

Many tasks in the workplace can be repetitive and some can cause strain to limbs, tendons and ligaments. For example - in office work those most at risk of being affected are word processor operators and others whose work involves repetitive movements. Injury resulting from repetitive work or activities is called RSI short for Repetition Strain Injury. There are many things you can do to help prevent it regardless of the type of work you undertake:

- using correctly designed furniture and equipment
- working with the correct posture
- taking frequent rest breaks if doing repetitive work and doing a few simple and appropriate exercises during the break
- not pushing or straining beyond a comfortable speed
- varying or rotating work so that no one has to perform the task for long periods of time.

QUIZ:

Questions

List 3 different pieces of workplace furniture or equipment and explain what problems may arise from their misuse.

FACT SHEET:

Housekeeping

A poorly maintained work area has the potential to cause accidents. Greasy floors, tools strewn around boxes around, boxes blocking aisles can lead to mishaps. Always clear your work area and clean up on a regular basis. A clean and orderly workplace is a key factor in accident, injury and fire prevention. Exits should be kept clear at all times, flammable materials and objects should be stored correctly to reduce the number of slips, trips and falls.

Tools and Equipment

Always use the correct tool for the job, always ensure tools and equipment are in good condition and only use tools for the task they were designed for. If you follow these simple rules then the likelihood of causing an accident is minimised greatly.

General Safety

When you start a particular job you will be told the specific safety procedures that apply to that particular job. For example - how to enter and work in a confined space.

Other general safety features that you must become familiar with are:

- Understand what to do in case of evacuation
- What to do in an emergency situation
- Learn what safety signs and symbols mean
- Be familiar with fire fighting equipment and fire fighting techniques

Personal Protective Equipment

Personal protective equipment should be worn:

- When undertaking such activities as welding or using electric hand tools
- When you know that there may be contaminants in the work site
- During an emergency when you are not sure of the possible risks

- In designated areas usual identified by a safety sign or detailed in safe work procedures, where wearing of Personal Protective Equipment is used as the last defence mechanism in case of an accident.

What is Safety Awareness?

Being safety aware is using your commonsense combined with teamwork and safe work practices to understand the potential for hazards to occur and attempting to control these risks. To be safety ware you must understand that it's not only a responsibility of yours but also a commitment and an obligation.

Learning to control the potential for accidents at work can help prevent injuries and illnesses and also lessen the high costs, social and economic, of accidents.

Safety awareness is the first step in accident prevention.

REVIEW OF SAFETY INDUCTION:

1. What are YOUR responsibilities in regard to OH & S?

2. Why should you report all workplace hazards, injuries, illnesses and accidents?

3. Every accident has some degree of human involvement. List five examples of human behaviour that could be contributing factors in an accident.

4. Give two examples of the potential results of an accident:

5. There are a number of hidden or uninsured costs involved in many accidents. Give one example.

6. Give two examples of when Personal Protective Equipment should be worn.

TEST

OCCUPATIONAL HEALTH AND SAFETY

Either circle your answer from the multiple choice, filling the blanks or answer True or False as appropriate. Mark yourself from reading back over the relevant material in the manual. Give yourself a mark out of 12.

1. Occupational Health and Safety is concerned with:

- (a) health and safety in the workplace
- (b) health and safety rules for beginners
- (c) learning about health and safety issues
- (c) health and safety for occupants of houses.

2. Photocopiers can be dangerous because:

- (a) they blind you with gamma rays
- (b) you get your fingers stuck in them
- (c) they are not really dangerous at all
- (d) they emit fumes that can be dangerous over time.

3. Ergonomics is:

- (a) aerobic exercises for workers
- (b) the relationship between workers and their working environment
- (c) an efficiency plan for the workplace
- (d) a group promoting health and safety in the workplace.

4. An employer is legally required to provide:

- (a) a safe and healthy workplace
- (b) safe systems of work including equipment and machinery
- (c) training and supervision of employees in issues of safety
- (d) all of the above.

5. We have laws for occupational health and safety because:

- (a) everyone would be careless otherwise
- (b) if not there would be strikes all the time
- (c) we can encourage employers and employees to work together for a safe and healthy work environment
- (d) people will then be encouraged to work in safe and health occupations

6. It is only important to keep a fire exit clear when a fire starts up:
TRUE FALSE
7. Dangerous situation in the workplace always result from careless habits.
TRUE FALSE
8. Two drawers of a filing cabinet should never be opened at the same time.
TRUE FALSE
9. One of the worst things about noise pollution in the workplace is the stress it causes.
TRUE FALSE
10. Repetitive strain injury (R.S.I.) is caused by:

11. Chairs in the workplace should have a straight back and be adjustable in height.
TRUE FALSE
12. An employee is obliged by law to take reasonable care for his/her own health and safety in the workplace.
TRUE FALSE

YOUR MARK 1st attempt: /12

This test will highlight for you what you know as well as the topic you are not familiar with. You may need to spend more time on the things you don't know. If necessary do the test again. See if you can achieve 100%.

YOUR MARK 2nd attempt: /12

REVIEW TIME

NOW that you have worked through this safety induction kit it is a good time to check that you feel you know everything and are comfortable with your new knowledge:

You should be able to:

- identify hazards and health risks in the office
- explain how to avoid these hazards and health risks in your workplace
- explain the meaning of the word ergonomics and how you can apply ergonomic principles to your working life
- state your rights and responsibilities under the Occupational Health and Safety Act.

If you are still unsure about any of the above now is a good time to go back and revise some of the reading material. Do not forget to check with a Career WorkKeys staff member if you have any problems.

Appendix 5c

Sample Employment Agreement

Career WorkKeys

Employment Agreement

Name: _____

I have read the Career WorkKeys Induction Package, including the following:

- What Does it Mean to be a Career WorkKeys Employee?
- Career WorkKeys Customers
- Work Safety At All Times
- Health and Safety
- Drugs and Alcohol in the Work Place
- Sick Leave
- Work Cover
- Sexual Harassment in the Work Place
- Pay and Awards
- Discipline and Dismissal
- Superannuation
- Annual Leave
- Strikes
- Equal Opportunity
- Some Important Points to Note

I agree to be bound by the Rules and Condition of Employment with Career WorkKeys as referred to in the Career WorkKeys Induction Package.

Signed: _____

Dated: _____

Appendix 5d

Sample Banking Details

Name: _____

Please provide your personal Banking details so that your Career WorkKeys Ltd (CWK) can deposit your nett pay directly into you nominated bank account.

The account must be in your name.

Name of Bank or Financial Institution

Branch where account was opened

BSB number _____ (six digit number of bank/financial institution location)

Account Number _____

Type of Account _____

Authority

I authorise my bank details to be provide for the purpose of payment for working for Career WorkKeys Ltd.

Signed _____

Date _____

Career WorkKeys Ltd (CWK) **is** your employer and we are the company paying your wages. At all the clients we labour you out to there is a CWK timesheet It is **your** responsibility to *sign on* and *sign off* for each shift. All timesheets are Faxed back to CWK office on Monday mornings for us to process through our payroll system and deposited into your bank account on that Thursday.

The pay week runs from Monday 00:00am morning through to Sunday 24:00pm midnight.

All taxation, superannuation and group certificates are handled by Career WorkKeys Ltd.

Appendix 5e

Sample Employee UnAvailability Form

NOTIFICATION OF INTENDED EMPLOYEE UNAVAILABILITY

NOTE: This form must be submitted to the CWK Manager no later than one week prior to intended absence

Name: _____

Dates of unavailability:

From: _____

To: _____

Signed: _____

Date: _____

NOTIFICATION OF INTENDED EMPLOYEE UNAVAILABILITY

NOTE: This form must be submitted to the CWK Manager no later than one week prior to intended absence

Name: _____

Dates of unavailability:

From: _____

To: _____

Signed: _____

Date: _____

CHAPTER SIX

Managing The Program –Administration

Checklist of forms showing administration processes for:	2
a. Databases – employees/employers	
b. Finances	
c. Managing & coordinating employee placements and outcomes	

Appendices:

Hiring Agreement (6a)	4
Employee Timesheet (6b)	5
Employee Aggregation (6c)	6
Termination Form (6d)	7
Appointment/Interview Sheet (6e)	8
Reference Check (6f)	9
Client Employee Payment Details (6g)	10
Sample Database Screen – Employee (6h)	13
Sample Database Screen – Client (6i)	14

ADMINISTERING THE PROGRAM

Managing a CWK program is a diverse role. The personnel from the program have put systems in place to ensure the smooth operation of the program. In doing so they have developed numerous procedures, documents and forms to assist them maintain processes for the office, staff and stakeholders.

Some of the forms are “office use only” documents, others may completed at the time of recruitment of clients and employees (referred to in previous chapters), the information from which is critical for management of the program and/or office administration.

Some of the key documents used which may be of use to you are:

FOR DATA BASES:

DOCUMENT	USE	APPENDIX	
<i>Client Data Base Form</i>	client details (ie phone, address etc)	Chp 3	Appendix 3d
<i>Employee Application</i>	employee details (personal, qualifications work history etc)	Chp 4	Appendix 4b
<i>Sample Database Screen – Employee</i>	gives example of information required by CWK for database	Chp 6	Appendix 6h
<i>Sample Database Screen – Client</i>	gives example of information required by CWK for database	Chp 6	Appendix 6i

NOTE: a database has been developed for Filemaker Pro framework that meets the requirements for the program for more information please contact Central Coast Career WorkKeys or the Dusseldorp Skills Forum. Screen samples can be found at the end of the Chapter Appendices 6h and 6i.

FOR FINANCES:

DOCUMENT	USE	APPENDIX	
<i>Client Credit Check</i>	authorisation to complete 2 credit checks on client	Chp 3	Appendix 3e
<i>Client Payroll Tax Exemption</i>	validating client exempt from payroll tax	Chp 3	Appendix 3f
<i>Employee Bank Details</i>	for direct deposit of wages	Chp 5	Appendix 5d

<i>Board Income & Expense Report</i>	overview of income and expenses for Board Meetings	Chp 7	Appendix 7e
<i>Client Employee Payment Details</i>	Details the fee structure and documentation required for CWK labour hire services	Chap 6	Appendix 6g

FOR MANAGING AND COORDINATING EMPLOYEES:

DOCUMENT	USE	APPENDIX	
<i>Hiring Agreement</i>	agreement between client & CWK stating terms & conditions for an employee's hire		Appendix 6a
<i>Timesheets</i>	employee work hours - faxed through weekly by employer to CWK		Appendix 6b
<i>Marketing Job Sheet</i>	client requirements for potential employee	Chp 3	Appendix 3b
<i>Employee Aggregation</i>	used to gather statistics and provide information on the employee's work history while employed with CWK		Appendix 6c
<i>Termination Form</i>	to officially terminate employees		Appendix 6d
<i>Appointment/Interview Sheet</i>	records recruit's interview times and other details		Appendix 6e
<i>Reference Check</i>	lists details of reference checks for recruits		Appendix 6f

Appendix 6a

Sample Hiring Agreement

Between

Of

And Career Workkeys Ltd. in respect to the hire of

Name: _____ (herein after referred to as “the Person”)

Commencing on: _____ Concluding on: _____

CAREER WORKKEYS LTD

Whereas by agreement between the Client named above (hereinafter referred to as “the Client”) of the one part and Career Workkeys Ltd (hereinafter referred to as “the Company”) of the other part AND

Whereas the Client has agreed to hire through the Company the service of the Person named above.

It is hereby agreed by and between the parties that for the consideration of an amount being the sum of the hourly charge-out rate set out hereunder and the amount of gross wages and allowances paid in respect of the person to the client subject to the conditions set out under the General Agreement.

Hourly Charge-out Rate:

For Career Workkeys Ltd.

For the Client

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Conditions applying to this agreement are covered in the General Agreement of Career Workkeys Ltd.

CHAPTER SEVEN

The Board of Directors

Membership	2
(p/ship with business & community representatives)	
The Role of Members	
Structure	
Management/Administration	

Appendices:

Marketing Report (7a)	4
Operational Report (7b)	6
Social Aspects Report (7c)	7
Income/Expense – Business Plan (7d)	9

THE BOARD

As discussed in Chapter 2 the role of the Board in a Program such as this is crucial. Not only do Board members attend regular meetings and have a say in the overall management of the program at that level, for a program such as CWK to survive Board members need to take an active role in the Program (eg. Assisting with marketing the program or advising re contacts).

Board members should be drawn from a range of area so a collective pool of skills and resources can be maintained through its structure. It would be wise to assess the needs of your program, the strengths and weaknesses of existing 'workers' and target board members to enhance or fill gaps.

In essence the role of Board members is to:

- attend and participate in regular meetings
- advise CWK personnel where needed
- discuss and decide on issues arising re the program
- assist in developing a structure for management, including such policy documents as a business plan and a Memorandum of Understanding
- actively promote the program in the wider community
- accept and respond to minutes of meetings and other associated documentation
- support program staff in achieving aims and objectives of the program
- oversee financial matters

As an example the Board members from the Central Coast CWK program come from the following areas; Local Council, Private Enterprise, Area Consultative Committee, TAFE, Local Community members, WEA, the Commercial Sector.

The Board of the Central Coast CWK program are keep up to date on a regular basis by the implementation of specific documentation aimed to meet the needs of members. Meetings are held bi-monthly and full documentation is send t to members each month. The Board also receives a weekly Email of a Progress Report which gives them in a snapshot a summary of the program progress to date.

The following table lists some sample documents the Board receives an their use:

DOCUMENT	USE	REFERENCE
<i>Weekly Email</i>	Gives a snapshot of program progress to date	
<i>Marketing Report</i>	Full details of marketing activities for the month as against targets from Business Plan	Appendix 7a
<i>Operational Report</i>	Details of employee destinations and hours worked for the month as against Business Plan	Appendix 7b
<i>Social Aspects Report</i>	Details of Training & Development, Assessment, Mentoring, Aggregation, referrals and recruit employment details for the month	Appendix 7c
<i>Income and Expense Report</i>	Details financial activities for the month as against the Business Plan	Appendix 7d

Appendix 7a

Sample Marketing Report

A. During the month CWK deployed staff to xxx clients. 0 of these clients commenced dealing with CWK during 1997 0 during 1998, 0 during 1999 and 0 during 2000.

B. Number of General Agreements signed during the month =

Client	Industry	Salesperson	Placement

Notes: (1)

Progress on 2000 Business Plan Client realignment. (6 months ending May 2000.)

Large Clients	Medium Clients	Small Clients
B. Plan Target 00 To date 00	B. Plan Target 00 To date 00	B. Plan Target 00 To date 00

Note; This is a moving Client base.

C. Clients for month by number and percentage in Industry.

Aged Care	Manufacturing	Retail	Admin	Hospitality	Building	Landscape	Wholesale	Fruit
(0) 0%	(0) 0%	(0) 0%	(0) 0%	(0))%	(0) 0%	(0) 0%	(0) 0%	(0) 0%

D. Site visits to new, potential or existing Clients by:

New or potential Clients			
Existing Clients			

E. Number of new Client contacts received at Office =

Yellow Pages	Referrals	Directors	Newspapers	Other

F Focus of Marketing for the month.

G Summary of General Agreements and Clients.

	1997	1998	1999	2000	2001
# of General Agreements					
# of new Clients					

H Progressive Summary of How We Gained new Clients.

Marketing Method	# of Clients	# of Clients	# of Clients	# of Clients	Total
	1997	1998	1999	2000	

Appendix 7b

Sample Operational Report

New Employees who have commenced with WorkKeys during the month of May
Number of interviews conducted during the month

Employees who have left the company during the month

Offered fulltime work at
Other than CWK clients
Did not work out with client
Left of own accord
Did not work out with employee
No work

	Hours Billed	Hours Billed	Variance +Target	Hours Billed
		Target May 00	Variance + Target May 00	April 00
Week 1				
Week 2				
Week 3				
Week 4				
Week 5				
Total				

	Dollars Billed	Dollars Billed	Dollars Billed	Dollars Billed
		Target May 00	Variance + Target May 00	April 00
Week 1				
Week 2				
Week 3				
Week 4				
Week 5				
Total				

	Staff	Staff	Staff	Staff
		Target May 00	Variance + Target May 00	April 00
Week 1				
Week 2				
Week 3				
Week 4				
Week 5				

Appendix 7c

Social Aspects Report

1. Training and Development

A. Inductions of CWK Employees.

CWK Employees (30 min)			

B. Other Training & Development

2 CWK employee attended a Cocktail course at xxxxxx 3/5/00 (3 hours)

D. Office Staff Training and Development

XXXXXX and XXXXXXX have been training themselves on our updated payroll and finance programs to make sure that they are ready for GST. Total 6 hours.

E. Total Training Hours for Month

F. Total Training Hours for each calendar year.

1998	1999	2000 to date	Total

2. Key Work Skills

3. Mentoring

4. Aggregation

Administration

Employee 4				
Employee 7				
Employee 11				

Hospitality

Employee 1				
Employee 5				
Employee 9				
Employee 13				
Employee 17				
Employee 19				

Other

Employee 2				
Employee 3				
Employee 6				
Employee 8				
Employee 10				
Employee 12				
Employee 14				
Employee 15				
Employee 16				
Employee 18				

Accumulated aggregation for each calendar year

1998	1999	2000 to date	Total

5. Job Network Referrals

6. Employment/Unemployment details of employees employed during the month.

Unemployed	<3 mths		3 to 6 mths		6 to 12 mths		>12 mths		Total Unemployed		Total Employed	Total
CentreLink Benefits	Benefits Yes	No	Benefits Yes	No	Benefits Yes	No	Benefits Yes	No	Benefits Yes	No		
Age											1	1
15 –19 yrs												
20 –24 yrs												
25 –29 yrs												
30 –34 yrs												
35 –39 yrs												
40 –44 yrs												
45 –49 yrs												
50 –54 yrs												
55 –59 yrs												
Total												

7. Employees Gaining permanent positions whilst working for CWK

1998	1999	2000 to date	Total

8. Number of People employed by CWK each calendar year

1998	1999	2000 to date	Total

9. General

Appendix 7d

Sample Income/Expense

	Apr-00	Apr-00	Variance	Comments	May-00	May-00	Variance	Comments	Jun-00	Jun-00	Variance	Comments
Weeks in month	5	5			4	4			4	4		
SALES REVENUE												
Labour Hire Services												
Client Billings												
Stats-Gross Wages % of Sales												
Less Cost of Services												
Gross wages												
Superannuation @ 7%												
Workers Compensation Insurance												
Payroll Tax												
Sub total- Wages/W/C/Proll tax												
Labour Pool recruitment/medicals												
Total Cost of L/Hire Services												
Gross Profit - Labour Hire												
Stats - Gross Profit % of Sales												
Employment Agency Services												
Fee Received												
GROSS PROFIT FROM TRADING												
OPERATING EXPENDITURE												
CWK Management Payroll												
CWK Administration Payroll												
CWK Marketing Payroll												
CWK Staff Benefits												
Total Staffing Costs												

Motor & Travel												
Finance Costs												
General Expenses												
Premises & Electricity												
TOTAL OPERATING EXPENSES												
NET TRADING PROFIT												
OTHER INCOME												
Payroll services received												
Payroll services paid												
NET PROFIT/LOSS												
Net P&L Year to Date												

CHAPTER EIGHT

Key Work Skills

Appendices:

Using Key Work Skills (8a)	2
Key Work Skills Document (8b)	3
Portfolio Sample (8c)	7

Appendix 8a

Using The Key Work Skills

The Key Work Skills Assessment has a number of applications.

1. When employees join Career WorkKeys, they are asked to evaluate their own skills, as they believe an employer would assess them. It is from this initial self-analysis that further self-development is based. As most employees tend to overestimate their skills and value to the employer or organisation, it is important to raise the issue of how they will feel if they are assessed at a lower level by their supervisor
2. All employees are assessed by each employer that they have worked with, on a quarterly basis. Having employees on individual assessment schedules can become confusing and time-consuming for both Career WorkKeys and the employer. All Key Work Skills assessments are mailed to the employer two weeks prior to the due date. Convenient dates for assessments to be due are the 1st June, 1st September, 1st December and 1st March. These dates avoid the peak periods of end of financial year, Christmas etc. The assessments should then be hand-collected to allow for some feedback from the employer.
3. When the Key Work Skills assessments are completed by the employer they should be entered into the Key Work Skills database. If an employee's Key Work Skills assessment is unsatisfactory, the Career WorkKeys manager should interview the employee and develop a plan for improvement/development with the employee (and with the Mentor, if applicable).
4. Career WorkKeys employees are encouraged to be working at a level '4' or '5' in most areas within six months of joining the company.
5. When an employee moves on from Career WorkKeys, he/she may request a copy of his/her Key Work Skills portfolio. This document can be printed directly from the Key Work Skills database and not only provides the employee with their most recent Key Work Skills Assessment, but a record of when they were employed by Career WorkKeys and for which employers they have worked.
6. When an employee has worked with a number of employers, they should have their assessment recorded at the highest ranking in each category for the final report. If there is a major discrepancy, eg an employee scores a "4" for Punctuality & Attendance at one site but only a "2" at another site, the Career WorkKeys manager should speak to all worksite supervisors to determine the reason for the employee's performance. The Manager should make adjustments based on overall ratings from particular sites.

Appendix 8b

KEY WORK SKILLS

NAME OF PERSON ASSESSED:.....

WORK SITE WHERE ASSESSMENT OCCURRED:.....

ASSESSED BY:.....

DATE:.....

Instructions

Key Work Skills describes 15 attributes that are important indicators of employability in most work settings. These are:

• Attendance and punctuality	• Time management
• Appearance and presentation	• Attitude to the job
• Use of English	• Following directions and instructions
• Honesty and trustworthiness	• Initiative
• Safety and equipment use	• Ability to learn
• Working with others	• Positive self attitude
• Communication and interpersonal skills	• Quality of work
• Supervision/reliability	

Each attribute in *Key Work Skills* is followed by a brief description, and then each of the points on the scale for that attribute has a brief definition. **When assessing each attribute, choose the point on the scale that most closely describes the person being assessed and mark it with a tick.**

Most of the attributes are rated on a five point scale, with 1 being the lowest score and 5 the highest. Two attributes (Honesty and Trustworthiness and Initiative) are rated on a three point scale from 3 to 5, and one (Following directions and instructions) is rated on a three point scale from 1 to 3. Use of English has separate scales for Understanding spoken English, Ability to write English, and Ability to read workplace documents.

1. **Attendance and punctuality:** The extent to which the person meets the site's requirements for attendance at work and punctuality

1	2	3	4	5
Comes late and leaves early; Late from breaks; Absent without reason	Punctuality and attendance are below average	Punctuality and attendance are satisfactory	Always punctual and rarely absent; Will put in extra time occasionally if asked	Always punctual; Excellent attendance; Will arrive early and stay late to get a task done

2. **Appearance and presentation:** The extent to which the person meets the standards of dress and appearance that are expected at the work site

1	2	3	4	5
Poor personal hygiene and grooming; Does not follow dress standards required at the site	Appearance, personal presentation and dress standards could be improved	Dress standard, personal presentation and appearance are acceptable for the site	Above average appearance and presentation; Prepared to change appearance to suit workplace	Takes pride in appearance; Sets an example for others

3. **Use of English:** The person's skills in speaking, reading and writing English at work

(a) Understanding of spoken English; (b) Ability to write English; (c) Ability to read workplace documents.

1	2	3	4	5
Not adequate for the work site	Barely adequate for the work site	Basically adequate for the work site	Good	Excellent
(a)				
(b)				
(c)				

4. **Honesty and trustworthiness:** The extent to which the person can be trusted and relied upon at work

		3	4	5
X	X	Can be relied upon and trusted in all standard work circumstances	Can be trusted with tasks that require particular discretion and reliability	Honesty, integrity and ethics are of the highest standard; Sets an example for others

5. **Safety and equipment use:** The person's safety behaviour at the work site

1	2	3	4	5
Little attention to safety; Reckless; Careless with equipment	Could take more care of equipment and of personal safety	Adequate safety practices and equipment care	Shows respect for safety and treats equipment with respect	Safety behaviour an example to others; Always maintains equipment in good order

6. **Working with others:** How well the person gets on with and cooperates with others at the work site

1	2	3	4	5
Uncooperative; Resists suggestions	Could be more cooperative at times	Cooperative; Gets on with work mates	Works well with others to achieve agreed outcomes; Generates goodwill amongst fellow workers	Actively helps others; Can lead, take responsibility and contribute ideas

7. **Communication and interpersonal skills:** The skills that the person shows when communicating on a face to face basis with fellow workers, customers and suppliers

1	2	3	4	5
Poor listener; Avoids eye contact; Inarticulate	Communication and interpersonal skills need to be improved to meet normal workplace standard	Generally communicates effectively	Good communication and people skills	Excellent communication and people skills; Confident and articulate; Listens well

8. **Supervision/reliability:** The extent to which the person needs supervision

1	2	3	4	5
Work needs to be constantly checked	Often needs to be reminded to do things and to complete tasks on time	Generally reliable; needs average supervision	Requires minimal supervision	Plans and works on own direction

9. **Time management:** How well the person can manage their work load and effort so that tasks are completed to the required standard and on time

1	2	3	4	5
Requires constant reminding	Requires prompting to meet work schedules	Generally reliable and needs average supervision	Can work independently	Works independently; Can set goals and priorities, organises time to achieve objectives

10. **Attitude to the job:** The level of interest and motivation that the person shows

1	2	3	4	5
Seems un- interested; Often lazy; Lacks respect	Works with variable commitment; At times needs to be pushed; Inconsistent effort	Generally a steady worker who meets required standards for the job	Does what is required well; Is prepared to make extra effort when asked	Highly motivated; Keen; Consistently gives 100%

11. **Following directions and instructions:** How well the person follows instructions and directions at work

1	2	3	4	5
Ignores or fails to understand instructions; Doesn't pay attention	Often needs instructions and directions to be repeated	Generally follows instructions accurately	X	X

12. **Initiative:** The extent to which the person shows initiative at work

		3	4	5
X	X	Generally follows instructions accurately but needs supervision	Works independently after initial instruction	Inventive; Resourceful; Problem solver

13. Ability to learn: The person's willingness and ability to pick up new skills

1	2	3	4	5
Does not like being trained in new skills; Has to be shown several times before catching on	Often slow to pick up new knowledge and skills but gets there eventually	Willing to be trained and learns at an acceptable rate	Learns what is required quickly and easily	Learns quickly; Seeks out new skills and knowledge

14. Positive self attitude: The extent to which the person is confident and positive in their attitudes and behaviour

1	2	3	4	5
Often lacks confidence; Nervous; Gives up easily	Could show more confidence and interest	Mostly confident, self assured and goal orientated	Always confident, achievement orientated and assured	Very confident; Enthusiastic; Persistent; Energetic

15. Quality of work: The accuracy, care and quality standards that the person demonstrates at work

1	2	3	4	5
Makes a lot of mistakes; Inaccurate; Careless	Inconsistent; Occasionally inaccurate and careless	Work is acceptable and within requirements	Work is usually of good quality	Great attention paid to detail; Work is always of high quality; Demonstrated pride in work

Appendix 8c

Sample Portfolio

Career Workkeys

EMPLOYEE PORTFOLIO OF

NAME

Name has been employed by Career WorkKeys since Start Date .

During this time First Name has worked at the following organisations:

Organisations Worked

The enclosed document is the most recent Key Work Skills assessment of First Name .

The Key Work Skills document describes 15 attributes that are important indicators of employability in most work settings. The attributes are generally rated on a five point scale (3 of the 15 are rated on a three point scale) with 1 being the lowest score and 5 the highest.

Each of the points on each of the 15 scales is independently defined to give those performance ratings a clear guide to the type of behaviour that is expected for each score.

Authorised by:.....

Manager, Career WorkKeys

CENTRAL COAST CAREER WORKKEYS

KEY WORK SKILLS ASSESSMENT



[Go to Data Entry](#)



[Go to Skills 9-15](#)

Employee's Name: First Name Surname Date Assessed: Date KWS Assessed:

Self-Assessment Date: Self-Assessment Date Assessed by: Assessed by

1. Attendance and Punctuality

(The extent to which the person meets the site's requirements for attendance at work and punctuality)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

[Print Attendance Punctuality](#)

2. Appearance and Presentation

(The extent to which the person meets the standards of dress and appearance that are expected at the work site)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

[Print Appearance Presentation](#)

3. Use of English

(The person's skills in speaking, reading and writing English at work)

Speaking

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

[Print Use of English Speak](#)

Writing

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

[Print Use of English Write](#)

Reading

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

[Print Use of English Read](#)

4. Honesty and Trustworthiness

(The extent to which the person can be trusted and relied upon at work)

X X ☐ 3 ☐ 4 ☐ 5
X X ☐ 3 ☐ 4 ☐ 5

[Print Honesty Trustworthiness](#)

5. Safety and Equipment Use

(The person's safety behaviour at the work site)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

[Print Safety Equipment Use](#)

6. Working With Others

(How well the person gets on with and cooperates with others at the work site.)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

[Print Working With Others](#)

7. Communication and Interpersonal Skills

(The skills that the person shows when communicating on a face to face basis with fellow workers, customers and suppliers)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

[Print Communication Interpersonal Skills](#)

8. Supervision/Reliability

(The extent to which the person needs supervision.)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

[Print Supervision Reliability](#)

Employee's Name:

First Name	Surname
------------	---------

9. Time Management

(How well the person can manage their work load and effort so that tasks are completed to the required standard and on time)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

[Print Time Management](#)

10. Attitude to the Job

(The level of interest and motivation that the person shows.)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

[Print Attitude to the Job](#)

11. Following Directions and Instructions

(How well the person follows instructions and directions at work)

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☒ 5

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☒ 5

[Print Following Directions Instructions](#)

12. Initiative

(The extent to which the person shows initiative at work)

☒ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5

☒ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5

[Print Initiative](#)

13. Ability to Learn

(The person's willingness and ability to pick up new skills)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

[Print Ability to Learn](#)

14. Positive Self Attitude

(The extent to which the person is confident and positive in their attitudes and behaviour)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

[Print Positive Self Attitude](#)

15. Quality of Work

(The accuracy, care and quality standards that the person demonstrates at work)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

[Print Quality of Work](#)

[Go to Data Entry](#)

[Go to Skills 1-8](#)