### ASSESSMENT COVER SHEET

**QUALIFICATION:**  Diploma of Business/ Diploma of Management/ Diploma of Leadership and Management/ Certificate IV in Business

###### UNIT: BSBHRM506 Manage recruitment selection and induction processes

## UNIT: BSBHRM405 Support the recruitment, selection and induction of staff

###### *Candidates: Submit this entire document*

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| --- |
| CANDIDATE to complete this section |
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| Date submitted: |  |
| Date resubmitted (1) | Date resubmitted (2) | IF ASSESSMENT TAKEN HOME BY STUDENT FOR CORRECTIONS:I confirm that I am taking the marked assessment home to make corrections. In case the assessment is misplaced or lost, I understand that it is my responsibility to resubmit the assessment.  | Signature: Date |
| Candidate declaration—By signing below, I declare that: no part of this assessment has been copied from another person’s work with the exception of where I have listed or referenced documents or work and that no part of this assessment has been written for me by another person. I understand and accept the assessment for the unit/s.Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| ASSESSOR to complete this section |
|  |  RESULT IN EACH ASSESSMENT ITEM | Comments |
|  | Satisfactory | Unsatisfactory | Did not submit |  |
| Assessment 1 |  |  |  |  |
| Assessment 2 |  |  |  |  |
| Assessment 3 |  |  |  |  |
| ASSESSOR to complete this section |
| Name of assessor: |  | Date portfolio review completed |  |
|  | Overall Results | Competent | Not Yet Competent |
| Assessor signature |  |

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| **Oral testing (if applicable)***Assessors may ask the candidate oral questions to gather further supporting evidence, where written evidence is deemed to be incomplete or insufficient.***Comments:** |  |  |

**ASSESSMENT GUIDELINES FOR STUDENTS**

* You need to achieve a ‘Satisfactory’ grade in ALL the assessments items to be granted a ‘Competent’ grade in the unit.
* In case you are not able to achieve a ‘Satisfactory’ grade in any assessment task, you will be given three (3) attempts to resubmit your assessment. Your trainer will be available to assist you in any areas of difficulty. Please discuss the assessment with your trainer to seek advice on how you can achieve competency in the unit.
* Where relevant, oral questions may be asked to gather more information on your knowledge, skills and competence in the unit.
* A holistic approach is used to assess your skills relevant to this qualification. The skills are assessed across the different units offered within this qualification. Where a skill relevant to this unit is not assessed within this assessment pack, please note that the skill will be assessed in another unit.

Assessment 1: Theory Questions

Read the textbook chapter/ readings/ lecture notes relevant for this unit and answer the questions below:

1. What do you understand by human resource management?

A. Based on Cole. K 2013 Management and the supplementary notes, is a vital area that is responsible with people management. It focuses on the steps involved in the effective utilization and maintenance of employees to garner maximum performance from them. Humans/Individuals/Employees/ Crew we can call them by any name, but they are the most crucial element in the running of an organization and process. To manage humans right is an art and a process, thats what HRM looks into it.

1. Why is it important to create ‘Position Descriptions’ for every job within an organization?

A. ‘Position description‘ literally means what a position within an organization demands from an employee. It is detailed, specific and reflects what the job actually is, what department or area or field of work, key tasks, what level of skill and knowledge and experience is needed to fit in the position and the existing team culture. It is vital to get this description right as without this information, its hard for every step from recruitment, hiring and induction to get the right person for the right position. They help employers to set pay grades, setting expectations of the employee, set training standards and assessments and provide basis for timely dated reviews. (Supplementary notes)

1. Explain what you understand by ‘Employer Value Proposition’

A. “Employer value proposition” (EVP) is a value blueprint that an organization puts out to gain interest in high value and highly trained individuals to work for them. It is based on the team culture of the company, the type of existing people working for the company, areas for future growth in the company and in life, rewards and benefits, the job at hand itself. (Supplementary notes)

1. Explain the following terms in your own words:
	1. Recruitment : Looking for potential candidates who believe in the work culture at a particular company, what are their expectations and what cost would be needed to integrate them.
	2. Selection : Once recruitment is complete, the shortlisted candidates or selected small number are set up of up close and personal interviews to know more of them.
	3. Induction: The shortlisted candidates are further broken to a very small set ( the exact number of people that the company needs and fits in all of their structure and culture). This set is then inducted and hired and training commences.
2. Explain the concept of ‘outsourcing’?

A. The word outsourcing literally means using resources from somewhere outside. In terms of organizational working, outsourcing is using an external organization to perform a very specific task. This external organization looks after all the stages from recruitment to hiring based on the requirements of the organization. The organization that outsources pays the external firm commission and based on the quality of the resources it gets over a period, there is a level of service agreement. (Supplementary notes)

1. Why is it important for organizations to have a documented ‘Recruitment Policy’?

A. It is important to have a recruitment policy because:

1. A blueprint of how the organization works and handles its processes
2. Aims at transparency and unbiased selection because its a set standard
3. It helps in finding the best fit for the organization based on team culture, values and objectives
4. All the processes follow laws, selection criteria and no bias
5. It is crucial to have documented policy so as to reduce risk of legal issues, bias and unfair treatments

(Supplementary notes)

1. Write at least six different methods you can use to recruit/ find employees?

A. Different methods for recruitment

1. Internal applications
2. Internal promotions
3. Recommendations
4. Social media (Linkedin)
5. Online recruitment (Indeed)
6. Recruitment agencies
7. Advertising

(Supplementary notes)

1. Explain the relevance of the three types of testing in the selection process.

 A. Relevance of 3 types of testing:

1. Aptitude and skill tests: It tests for reasoning, logic, specific skills for the job, knowledge in the area of work.
2. Medical test: Helps gauge the mental capacity of an individual, health risks, insurance issues in the future
3. Psychology tests: Helps measure candidate’s behavior, response to stimuli, scenario and problem solving, character, cognitive skills.

(Supplementary notes)

1. Explain the concept and benefits of behavioral interviews.

A. “Behavioral interviews” is an interview that helps employers measure the behavioral capacity and cognitive ability of a candidate.

Benefits:

1. Know the candidate’s views and opinions on certain issues
2. Problem solving skills
3. Decision making in tough situations
4. Character shown during tough situations
5. Personality and people skills in tense situations

(Supplementary notes)

1. What is the purpose of employment contracts?

A. Purpose of employment contracts:

1. Employment contract is an agreement between employer and now candidate turned employee about their rights and their expectations of the job they applied.
2. Formal agreement between employer and employee
3. Set the terms and conditions of the employment

(Supplementary notes)

1. Why are the terms and conditions of employment an important part of the recruitment process?

A. Importance of terms and conditions of employment:

1. It sets the rights and obligations for both employer and employee.
2. Provides clear and precise details on the job profile, requirements and expectations
3. Clear understanding on the EVP granted and also added benefits of the position
4. Signing of non-disclosure paperwork and liability to the employer for leaking of confidential information such as patents.
5. Research and explain the key purpose of the following legislation:
	1. Anti Discrimination legislation

In Australia, it unlawful to discriminate on age, race, sex and disability.

This law protects candidates from being discriminated on the basis of age, race, sex and disability but to be judge only on the skills needed for the job applied for. (Supplementary notes)

* 1. The ‘Australian Privacy Principles’ under the Privacy Act 1988

The Privacy Act 1988 protects the private information of an employee provided to an employer. This information is confidential and protected by this act. The APPs regulates the handling of private information in Australia, in both government and private sector. (Supplementary notes)

* 1. Fair Work Act 2009

The Fair Work Act of 2009 protects employees under the NES and the awards granted by the Australian government. These laws protect the employees from unfair dismissals, sets up a standard wage rate under the Fair Work Act. It also provides a fair-go opportunity under the Fair Work Act. (Supplementary notes)

1. Draw a flowchart to show the detailed process YOU would follow to recruit, select and induct staff at YOUR organization.

Advertising for a specific position with EVP

*For example; advertising for a kitchen hand on Seek.com or internal*

*advertisements with specific job description.*

Shortlisting candidates based on the screening

*Have a screening process which is internally fixed.*

Recruitment based on the selection criteria

*Such as job needs, organisational needs, experience in the field, culture, etc.*

Selection and probationary period

*Based on the experience and skills of the individual training is provided and*

*the necessary wage rate is provided.*

Recruitment based on the selection criteria.

Appointment and induction

*Once the probation period is over, the induction is completed and higher wage*

*rates are provided.*

Appointment and induction

*Once the probation period is over, the induction is completed and higher wage*

*rates are provided.*

Review

*Review work on a frequent basis to see performance.*

Assessment 2: Case Study- Legal Considerations

Read the case study and respond to all the assessment tasks below

Case study: Yummy Restaurant

*Yummy Restaurant was a fast-growing restaurant in Fortitude Valley. It was set-up two years ago by Mr. X who is a famous Chef from ABC country. It started as a small family business managed by Mr. X and his wife Mrs. Y. The service was friendly and welcoming and customers loved the food cooked by Mr. X and served by Mrs. Y.*

*Gradually, the restaurant started attracting a large number of customers. A year ago, the restaurant grew from a seating capacity of 20 to a seating capacity of 200. His annual turnover increased from $400,000 to $5 million. Mr. X leased the next-door building in the Valley to cater to the growing number of customers. As the customers kept growing, Mr. X was not able to cook all the food by himself and Mrs. Y was not able to serve all the customers alone.*

*So Mr X put an advertisement outside his restaurant saying- “Waiters and Chefs required. Only females aged below 25 can apply- Enquire within”.*

*A number of young students started applying for jobs. Mr. X felt it was a good opportunity to get staff at a low cost. He started hiring a number of female students on a casual basis. He didn’t want to hire staff with children as he felt that they would not be as flexible as females without children. So he would have a quick chat with them over the counter and ask them if they were married or had children. If he liked them, he would ask them to start working as cooks or wait-staff immediately.*

*He had no time to train his staff or give them written contracts. He would tell them that they were lucky to have a job and he would pay them $200 per week for working 40 hours. While a majority of his staff was employed on a casual basis, he had hired two female staff nearly 18 months ago on a permanent full-time basis. Melanie Gibson was hired as the Head Chef at a base rate of $300 per week, and Anna Cobb was hired at the same time as a Kitchen-hand at a base rate of $250 per week. Both Melanie and Anna were often asked to work up to 60 hours per week at no extra pay.*

*Mr. X’s staff worked very hard, however they were very unhappy because of the long working hours, low wages and lack of job security. As soon as they could find another job, they would leave. Staff turnover was very high.*

*Moreover, if any staff complained about anything, Mr. X dismissed them on the spot.*

*Melanie had recently had an argument with Mr. X and was fired with no notice. The argument started because Mr. X had told all the other staff about how he decided to employ Melanie because she had indicated to him during her interview that she was a sole parent earning only $50 per week. He had told the others that she had a 4-year old child to look after so she would work hard to keep her job. Mr. X felt that there was no problem in giving this information to all the other staff as he was the boss and he could share any information he wanted to with others. Melanie told him that he had no right to reveal her personal details to anyone. Mr. X told her that she had no right to question him and he fired her on the spot. Melanie asked him to give her pay slips for the last 18 months, but Mr X said he was not required to do anything for her.*

*A few days later a 27-year old trained male Chef went to the restaurant and asked Mr. X if there was a vacancy. Mr. X pointed to the advertisement and told him that he did not hire male staff, even if they were as qualified as he was. The gentleman left feeling very disappointed.*

*A month ago Anna asked Mr X, if she could get 5 days leave to go for a holiday with her partner. She had not taken leave since she started working with Mr X. Mr X told her that she could not take leave till the following year as it was not convenient for the restaurant. He said that he was only required to give sick leave, not leave to have fun.*

*Till late last year, the restaurant used to be always booked to capacity. Customers were very happy. However, from the first quarter this year, the revenue has declined by over 20%. The restaurant is now half-empty and business has slowed down considerably. Customers complain of poor service, dirty plates and tasteless food.*

*Mr. X wants to rebuild his reputation. He understands that one of the main reasons for the collapse of his business is his poor human resource management policy. He decides to call a Human Resource Advisor to help him with:*

* *Human Resource planning*
* *Recruitment and Selection*
* *Induction and Training*

*He wants to achieve the following outcomes (goals).*

* 1. *He wants customers to appreciate the quality of the food at the restaurant*
	2. *He wants Yummy Restaurant to become famous for high quality customer service*
	3. *He wants to increase his revenue by 30% in the next 6 months*
	4. *He wants to retain and recruit good quality staff*

*He appoints you as the Human Resource Advisor to help him achieve his goals.*

**Answer the questions below:**

1. Refer to the *Anti-Discrimination legislation, Fair Work Act 2009 and the National Employment Standards (NES)* and complete the table below to identify 10 areas where Mr X has breached the legal requirements.

|  |  |  |  |
| --- | --- | --- | --- |
|  | What has Mr X done that is against the law? | Which specific law has he breached? | What does the law require him to do? |
| 1 | **Discrimination based on sex** | *Anti-Discrimination legislation* | No discrimination between men and women |
| 2 | **Discrimination in wage rates** | *Anti-Discrimination legislation* | Standard rates based on EVP and position description |
| 3 | **Non standard work hours (Not fixed)** | *National Employment Standards (NES)*  | Set standard hours based on the roster and government regulations |
| 4 | **No remuneration for the overtime and public holiday rates** | *National Employment Standards (NES)*  | Overtime wages and public holiday penalty rates |
| 5 | **No work contracts**  | *Fair Work Act 2009*  | Contracts based on positions provided |
| 6 | **Leaking confidenatial employee information to all** | *Privacy Act 1988* | Safeguard and protect information |
| 7 | **Termination without notice** | *Fair Work Act 2009*  | 4 weeks notice and compensation |
| 8 | **Annual leave hours** | *Fair Work Act 2009*  | Full pay for annual leave and superannuation |
| 9 | **Sick leave hours** | *Fair Work Act 2009*  | Full pay for sick leave and superannuation |
| 10 | **Job security** | *Fair Work Act 2009*  | Set contracts based on the position |

1. Describe Yummy Restaurant’s current ‘employer brand’ and ‘employer value proposition’. (i.e Would you like to work at Yummy Restaurant? Explain why or why not?)

A. The current Yummy restaurant’s employer brand is diminishing as the service and quality is average and the customer satisfaction level which it started out with is non existensial. The EVP was based on the progressive and booming business but the team culture and style of man management was non existensial.

Why Not: I would not want to work at this restaurant, where my opinion, job security doesn’t hold any place. No value for effort, No compensation for overtime, no leave hours, no job satisfaction, no worthy promotion, no career progression looking at the high turnover. No team culture as staff keep rolling over. So no, I would not like to work here. Plus the wage rate was not worth working for.

1. List at least FIVE changes you would make to improve the human resource practices at Yummy Restaurant.
* No discrimination between sex. (Based on merit)
* Promotions and career progression
* Finding staff based on skill and knowledge level

* Taking care of the staff (Better wage rates, annual leave, sick leave)

* Work contracts provided upfront based on the EVP.
1. Who would you consult with to determine the HR needs of Yummy restaurant?

A. HR needs of this restaurant could be fixed:

* Mr.X and Mrs.Y firstly because they are the ones who create team culture for their business, so without their support it would be impossible.
* HR needs could be fixed by outsourcing, an HR firm that would work on every process and every step in the HRM process.
* Look at customer feedback and see what area of the business needs improvement.
1. Write a list of documents that Yummy Restaurant should develop in order to improve their recruitment and selection process.

A. List of documents:

* *Anti-discrimination policy* based on governemnt regulations
* *Fairgopolicy* for equal chance to all
* *Fairwork Act* showing the actual wages and annual leave compensation for each and every employee for the business
* Full upfront contracts for all before induction
* Proper induction and probation policy
* Recruitment and selection policy based on screening (Based on merit, skills and knowledge)
* Advertising on social media and recruitment
* EVP detailed and precise for each position at the restaurant
1. Develop a **Recruitment Policy** for Yummy Restaurant.

A. My recruitment policy for Yummy restaurant:

**Step 1**

* Recruitment policies based on purposes
* EVP set by the person running the business
* Prerecruitment activities like internal advertising, internal promotions

 **Step 2**

* External advertising using outsourcing, external consultants
* Screening of applicants based on the EVP
* Running first round of interviews
* Shortlist a small number of applicants for interviews with the person in charge and stakeholders

 **Step 3**

* Conducting interviews
* Reference check and starter packs/paperwork
* Contracts set up and formal offers made to interested candidates

Assessment 3: Case Study

Recruitment and Selection of a Chef for Yummy Restaurant

Refer to the ‘Yummy Restaurant’ case study and respond to all the assessment tasks below

1. What are the **steps** you would follow to hire a new full-time Chef at Yummy Restaurant?

A. Steps to follow:

* Advertising for internal promotions
* Advertising on social media and recrutiment websites
* Set up a standard EVP and criteria with standard qualifications from the right culinary school (information be provided with cover letter and resume)
* Screening and filtering out candidates
* Shortlisting candidates and selection
* Reference checks for candiates from their old jobs and school
* Hiring and contract set up
* Induction, training, OHS, WHS and other in house training
* Staff training
* Menu understanding, cuisine experience and apprenticeship
* Set up probation period with checkpoints based on their experience and also staff feedback.
1. Develop a **‘Position Description’** for the position of **Chef** at Yummy Restaurant.

A. Postiton description – Chef at Yummy’s Fortitude valley (*Supplementary ppt)*

 Reports to : Restaurant manager/ Mr. X

 Key duties:

* Responsible for kitchen operations
* Setting up recipes, preparations upto the city council and restaurant quality standards
* Compliance to quality control
* Maintain safe, organised and clean working environment
* Stocktake, inventory, ordering and cleaning schedules
* Staff rostering and staff training
* Menu designing and changes based around the Yummy’s brand

 Qualifications: Cert 3 in commercail cookery

 Knowlegde:

* Minimum 1.5 years work experience in casual dining experience
* commitment to quality and service
* knowledge of using equipments
* Hygiene qualifications required

 Skills:

* Team playing ability and staff building and retention
* Decision making skills
* Working under pressure and time constraints
1. Research the Modern Award for the Restaurants Industry (Restaurants Industry Award 2010) and find the minimum weekly wages for a ‘Level 6- Cook Grade 5’. *(Hint: Go to: http://awardviewer.fwo.gov.au/award/show/MA000119#P323\_32341 and look for Part 4, Section 20 Minimum Wages)*
* Minimum weekly wage for Level 6: Cook Grade 5: $ 882.80 per week
1. Develop a **job advertisement** for the position of **Chef** at Yummy Restaurant.

A. Casual chef/ Station chef required for *YUMMY’s in the Valley*

Join a group of upcoming and in food individuals in our known brand of Yummy’s, with an overgrowing menu.

Job needs: Casual/Station chef *15-30 hours/ week (Sat/Sun only)*

*(Experience in busy venues, work by yourself, high standard of quality and service)*

Skills: Punctual, hygiene qualifications, sound knife skills

Straight shifts both days, full time contract if done well during probation with more hours, apprenticeship under a well known chef.

Head Chef

Mr. Z

Yummy’s Valley

Location: Brisbane

Salary: $21-23.8/ hour

Work type: full time

1. Prepare a list of **interview questions** for the selection of a Chef for Yummy Restaurant.
	1. Closed Questions
		1. How do you travel?
		2. Do you have a valid driver’s license?
		3. Do you have a criminal record?
		4. Would you be open to a police check, if no?
	2. Open Questions
		1. What do you know about Yummy’s?
		2. What do we stand for?
		3. What are your goals with us?
		4. Where do you see yourself in the next 3 or 4 years?
	3. Behaviourial Questions
		1. Have you had conflicts at your last jobs, if yes what did you to resolve them?
		2. If you had a team of 15 people, 7 of them did not like your style of management, what would you do with them and how would you deal with them on a daily basis?
2. Write a list of 5 questions you should **NOT** ask the candidates at the interview.
* Based on their age
* Based on their sexual orientation
* Based on their marital status
* Based on their race, religion or culture
* Based on their current living status
1. What type of training/ information will you **give to the** **selection panel** that helps you to interview the candidates for the Chef position?

A. Type of training:

* Structured interview format with a set question area revolving around experience and expection of candidates

* Panel selection would include business owners and the head chef from Yummy’s. They shall set the position description, selection criteria, set the questions, order, identifying each person’s roles.
* Have a good balance of open and close ended questions
* A set of behaviour related questions
* References
* Understanding career and progression
1. Write a list of questions you would **ask the referees** of the shortlisted applicants.

A. List of questions to the referees:

1. Know how well the referee knows the applicant/candidate

2. length of employement and their specific roles

3. Learn about their character, their good and bad areas

4. Ask if the candidate is a good fit for your company

5. Ask if the training the candidate underwent was valid or not.

*You may be asked to role-play an interview selection process in class. If you are studying online, this role-play will be part of your oral interview at the end of your course*

1. Imagine that you interviewed three candidates for the position of Chef at Yummy Restaurant. After the interview process, you have decided to offer the position to an applicant called George Smith. The other two candidates, Nicole Briggs and Gina Lola have not been successful.
	1. Write a letter to Nicole Briggs advising her about the outcome of the interview

A. Based on the supplementary notes

*Dear Nicole,*

*Subject: Station chef role at Yummy’s Valley*

*Thank you for taking out the time and effort to apply for the role of station chef here at Yummy’s.*

*We had several applications for this role, unfortunately you have been unsuccessful this time around. We like you to try for other roles we advertise in the future.*

 *We wish you the very best for your job searchs.*

*Yours truly,*

*Bryan*

*Yummys HRT*

* 1. Draft a letter to George Smith offering him the position of Chef at Yummy restaurant

A. Based on the supplementary notes

*Dear George*

*Offer of employment as Station Chef at Yummy’s Valley*

*We are delighted to let you know that you are the next Station Chef at Yummy’s and we would like to offer you a position at our Fortitude Valley store.*

*The terms and conditions, as we discussed briefly, are explained in detail with the attached contract of employment. If you have any queries, feel free to email me back* *bryan.ng@yummys.com.au**.*

*Please review the offer letter, sign all the necessary documents and return to me by post or email. An additional copy is enclosed for your record keeping.*

*We look forward to joining the Yummy team in the Valley.*

*Yours truly,*

*Bryan Ng*

*Yummys HR manager*

* 1. Develop an **employment contract** for George Smith for the position of Chef at Yummy Restaurant.

A. (Based on the supplemenatry ppt)

**Employment contract**

Name of employee: Mr. George Smith

Name of employer: Yummys Australia

ABN: 11 005 357 522

Position title: Station chef

Commencement date: 1/8/17

Contract end date: -

Type of employment: Full time.etc

Classification:-

Hours of work : 30/ week

Location of work: Yummy’s Valley

Intellectual property: Recipes, food preparations and cuisine knowlegde are IP of YummysAustralia, they are safeguarded alongside protection laws. If caught guilty of stealing or selling this information, would be subject to criminal investigation, may result in termination/ dismisal and punitive action.

Confidenatial information:Recipes, food preparations and cuisine knowlegde are IP of YummysAustralia, they are safeguarded alongside protection laws. If caught guilty of stealing or selling this information, would be subject to criminal investigation, may result in termination/ dismisal and punitive action.

Restriction of working for other employers: While employed at Yummys valley, you are allowed to work at other employer, provided it does not affect your work ethic and commitment at YUMMYS.

Superannuation: 9.25%

Wages/ Salaries: 850$/ week plus penalty rates for public holidays and weekends

 Allowances and work related expenses: Based on invoices, allowances will be provided

 Probation period: 3 months

 Leave: Annual leave of 1.2 hours given on every 20 hours work/ sick leave e provided on every 40 hours worked

Termination / Dismissal: 4 weeks notice

Investigation into the matter

10. Imagine that George Smith is due to commence him employment with Yummy Restaurant next week. Two other junior staff will also join Yummy Restaurant as casual employees next week.

Develop a detailed ‘**Induction Program’** for all the new employees. Include all the topics you will cover during the induction.

A.  (Based on the supplemenatry ppt)

**Induction Program for George, Amanda and Amy.**

Steps: Organisation

* Organisation induction : Values, Motto, customer service and product history
* Structure of the organisation, close checkpoints of communication
* WHS and OHS support system
* Anti-Bullying and support groups in YummysAustralia
* Overall working culture
* Neighbourhood and work
* Pay dates, Pay information, pay slips, tax
* Relevant awards/ penalty rates on weekends/ Public holidays
* Certification requires within a certain timeframe like RSA/FSC.
* General do’s and don’ts
* Policy and protocols

Steps: Position and area of work-life

* Allocated work space, area, apprenticeship
* Allocating a supervisor on shift for monitoring training and progress if or if not in probationary period
* overall health and safety on site
* Fire drills, chemical spills, using cleaning chemicals in conjuction with food safety drillss, training and learning
* Online learning and completio of recipe modules, cleaning, service before start of 1st shift
* Contract, work hours, pay queries
* location of back office, manager’s office,
* General kitchen and front of house protocols
* location of washrooms, back areas, bike parking, car parking
* Emergency exits on site and meeting area
1. What methods will you use to get feedback from the three new employees that attend your induction program

A. Methods to get feedback from the 3 new employees:

* Weekly checkpoints where questions could be asked on what they know, remember and understand to the point
* Supervisor feedback on their progress and training, learning
* End of the induction, certify and ask them questions and ask if they remember anything important and or any questions
* Brainstorming during meetings on the 3 employees
* Online modules on induction
1. Scenario Question:

*Imagine that you have provided the induction to all the three new employees at Yummy Restaurant. The new employees tell you that they have understood everything, but the two casual staff really have not understood anything about the “Fire Safety Policy’ or the “Health and Safety requirements”.*

*One day there is a fire at Yummy Restaurant and one of the new casual employees does not vacate the premises as per the guidelines. He puts himself and another customer at risk because he locks the door from inside, instead of evacuating the building. When asked why he did not follow the company policy, he says he did not understand the policy even though you had completed the induction program with him. He says that the induction information and documents were too difficult to understand as the language was too complex.*

How will you **rectify the gaps** in the induction program?

A. In order to rectify the gaps in the induction program,

* Make the fire safety policy accessible to all
* Make it simple and easy to understand
* Have a session with the whole team and discuss the challenges put forward
* Work on the challeneges together to get solutions
* Make the place safe and eay to access and work in
* Work at the organisational level for safety by constant incident reporting system
* Make all employees reports incidents on small and large scale making the gaps smaller
* Customer safety on site and care of duty to all