STAFF HANDBOOK
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Welcome Note:

Welcome to MGTD Pirii. MGTD Pirii is the trading name for Pirii Australia Pty Ltd (RTO 88194) a Registered Training Organisation and is recognised by ASQA as a deliverer of nationally recognised training.

Organisational Structure:

The organisational structure is addressed in the quality management system. This system is used to clarify all policies and procedures in use throughout the organisation. The system provides a consistency of operation and clearly defined responsibilities and authorities for all staff.

Responsibilities of the CEO/Director:

The CEO/Director must ensure that staff members do not engage in harassing behaviour between themselves or towards members of management, other contractors, clients or students. When managers observe harassment occurring they should take steps to stop it and advise the person involved of the consequences, if the offending behaviour continues.

The CEO/Director is also responsible for ensuring that all staff are aware that harassment will not be tolerated and that complaints will be dealt with in accordance with the terms of MGTD Pirii’s Complaints and Appeals Policy.

If an issue of harassment is taken to the CEO/Director, he is obliged to maintain the confidentiality of any discussion and determine the best method of resolving the problem. If the CEO/Director feels that he is not the appropriate person to deal with the complaint, depending on who may be involved, then the CEO/Director will refer the matter to the relevant person who will take responsibility for the matter and will be able to assist you in resolving the problem.

Responsibilities of Staff/Contractors (Employees):

Employees are legally obliged to ensure that they do not harass other employees, managers, supervisors or clients of MGTD Pirii. Employees must also ensure that they do not encourage harassment.

If you become aware that someone you work with is being harassed, you can assist them in a number of ways. Tell them that you are willing to act as a witness if they decide to make a complaint. Back them or support them in saying ‘no’ to the person harassing them. However, it is not your responsibility to say anything to the alleged harasser or speak with others about the alleged harassment. Remember, if you are deemed to spreading rumours about anyone, you may be the subject of defamation action.

Meetings:

MGTD Pirii conducts a number of meetings on a regular basis in order to maintain currency with changes that may impact upon the organisation. The Training Manager of MGTD Pirii monitors output from these meetings and relevant topics are incorporated in the respective agendas. The meetings may include, but not limited to:

- Management meetings
- Finance meetings

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- Trainer / Assessor meetings
- Moderation meetings
- Individual Staff Performance meetings
- Contractor meetings
- Partnering Organisation meetings
- Safety Meetings

**Quality System:**

The objective of MGTD Pirii is to provide quality training in selected subjects to meet the needs and expectations of our clients. Our goal is to provide high quality vocational education and training to our clients. We will achieve this by constantly striving to surpass our clients’ needs in terms of quality and value and by doing so create mutually beneficial relationships.

To meet these objectives we have implemented and maintain a quality management system, in accordance with the Australian Quality Training Framework Standards for Registered Training Organisations, throughout our operations. The management system ensures that all company activities are carried out in a planned and systematic manner and that our training and support activities totally satisfy our clients’ needs.

Our aim is to constantly strive towards continuous improvement in all our activities in order to maintain our competitive advantage. Quality is the concern and responsibility of every single employee of MGTD Pirii in every aspect of our business. To assist us to meet our quality responsibilities, MGTD Pirii will ensure that all personnel are clearly briefed and that suitably qualified personnel are provided with adequate resources and training to maintain the quality system.

Our commitment to quality will enhance our reputation, competitiveness and long-term success in the marketplace; maintain our viability and provide our employees with an even higher degree of satisfaction and continuing employment opportunities.

**Legislation:**

MGTD Pirii is subject to a variety of legislation related to training and assessment as well as general business practices.

This legislation includes:

- AQTF
- Standards for Registered Training Organisations 2015
- ASQA Guidelines
- Education Services for Overseas Clients (Regulation of Providers and Financial Regulation) Act 2000 (Amended 2007)
- Occupational Safety and Health Act 1984
- Workplace Relations Act 1996
- Security and Other related Activities Act 1996
- Human Rights (Sexual Conduct) Act 1994
- Equal Opportunity for Women in the Workplace Act 1999
- Sex Discrimination Act 1994
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Privacy Act 1988
- Copyright Act 1968
- Copyright Amendment (Digital Agenda) Act 2000
- Industrial Relations Act 1979
- Archives Act 1983


Updates to legislation are maintained on the MGTD Pirii Legislation Log.

Privacy:

MGTD Pirii is bound by the National Privacy Principles, which are set out in the Privacy Act 1988.

MGTD Pirii collects personal information when you commence employment with us. We will tell you why we are collecting it and how we plan to use it or the facts will become obvious when we collect the information.

The information collected will normally comprise:

- Name
- Date of Birth
- Address
- Telephone numbers (landline and mobile)
- Email address

We may also collect personal information from publicly available sources. As a general rule we will not collect sensitive information. However, if we do, it will usually be for the purposes of entering into employment contracts with you and, where the law requires, we will seek your consent to collect it.

We use a variety of physical and electronic security measures, including restricting physical access to our offices and secure databases to keep personal information secure from misuse, loss or unauthorised access and disclosure.

Generally you have a right to access your personal information in accordance with the Records Management Policy, but if we deny access we will tell you why. Please contact the CEO/Director of MGTD Pirii for access to your records or if you have a concern about the security of your personal information.
Equal Employment:

At MGTD Pirii we are committed to providing a work environment in which employees feel that they are a valued member of the organisation, treated fairly and given recognition for their contribution to the company’s success. We also aim to provide an environment that fosters good working relationships in accordance with the Access and Equity Policy.

Performance, Planning and Review:

The Performance, Planning and Review process occurs annually and is a means by which all staff/contractors can participate in setting individual work objectives and competencies. This process also improves employee’s understanding of work responsibilities and standards, and ultimately improves communication with other staff. The process is also a vehicle for identifying training needs, which aids in professional development.

Professional Development:

The maintenance of a high level of employee skills is essential to MGTD Pirii operations. To assist our employees to achieve their respective goals and to maximise their potential and to create an attractive and rewarding working environment, MGTD Pirii provides training and development programs for all staff in accordance with RTO Staff Policy.

All training and time expenses relating to training programs must be captured to enable us to keep track of our investment in training.

Personal Records:

It is important that MGTD Pirii has the most up-to-date personal details of all employees. If any of the following were to alter please advise the CEO/Director of MGTD Pirii:

- Name
- Address
- Phone number
- Emergency contact
- Educational qualifications
- Bank details

Probation Period:

All new employees are employed on the condition that they successfully complete their 6 month probation period. Induction training and reviews will be completed throughout this period to ensure communication between management and the new employee is maintained. If during this period either party is not satisfied with working arrangements and/or performance, one week’s notice in writing may be given by either party to terminate the employment. At the conclusion of the probation period a formal review of the employment, based on performance and achievement will be undertaken.
Complaint Handling Procedures:

At MGTD Pirii we are committed to providing a pleasant and safe work environment for all employees, clients and visitors. We acknowledge, however, that things do not always go smoothly and that employees and clients can sometimes feel aggrieved about things that are happening.

An employee may have a complaint about a decision, behaviour, act or omission, whether by management or other staff that they feel is unfair, discriminatory or unjustified; and a client may have a complaint about information or service with which they have been provided.

The Complaints and Appeals Policy provides a procedure by which an employee or client may have their complaints addressed.

Warnings:

A warning is not a form of ‘punishment’, but rather a process whereby an employee’s performance is examined in the light of the standards that MGTD Pirii expects. Warnings can be issued for employee breaches of conduct, job productivity and performance, time, attendance and failure to follow directions.

A formal letter, which details the issues raised, will follow the verbal counselling. The period of warning is dependent upon the nature of the issue and the circumstances surrounding it. Dismissal is the last resort. Employees should be aware of our disciplinary procedure, which is followed in all instances when breaches of policies and/or procedures occur, or when a satisfactory work performance cannot be maintained.

Resignation:

It is a legal obligation of all employees to provide adequate notice of resignation. Employees submitting their resignation are required to provide notice in writing to the CEO/Director of MGTD Pirii detailing the date of resignation, amount of notice, final date of employment and reason for the resignation.

Termination of Employment:

MGTD Pirii retains the right to terminate the services of an employee providing that the termination is warranted. Termination can happen in a number of ways. Normally it occurs after the appropriate verbal and written counselling (Warnings) or, in extreme cases, summarily (instantly) without a period of notice. The Industrial Relations Regulations define the conduct for which an employee can be summarily dismissed. This includes:

- Conduct that cause’s imminent and serious risk to the health and safety of a person
- Conduct that cause’s imminent and serious risk to the reputation, viability or profitability of MGTD Pirii
- Theft, fraud or assault
- Being intoxicated and or under the influence of drugs while at work
Exit Interview:

The CEO/Director will conduct an exit interview with all staff/contractors leaving MGTD Pirii. Exit interviews are a means of identifying the reasons why staff/contractors are leaving the organisation and, if appropriate, to address these issues; and an opportunity to finalise administrative matters.

Workplace Safety and Health:

MGTD Pirii is committed to implementing, maintaining and continuously improving Occupational Safety and Health (OS&H) in all of its facilities. The management of MGTD Pirii recognises that it has a responsibility to provide and maintain a safe environment for staff, clients and visitors alike. This responsibility, obligation and involvement is transmitted to all staff to ensure a safe and healthy workplace or training environment is maintained.

OS&H is also integral to MGTD Pirii’s objective of maximising productivity and growth. In particular, MGTD Pirii is committed to:

- **Compliance** – Ensuring that the organisation has management systems and operating procedures that strive for best practice, but at the very least, secure compliance with the legislative and regulatory requirements relating to the identification, control and monitoring of OS&H risks associated with MGTD Pirii operations.

- **Systems and procedures** – Assessing and surveying practices and risks to facilitate the development, maintenance and continuous improvement of systems and procedures to prevent accidents and ill health, and to cater for the rehabilitation of injured workers.

- **Communications** – Fostering open and constructive communication between all levels of management, employees and clients to maximise involvement in the development of systems and procedures.

- **Education and training** – Provide appropriate education and training to all management and employees OS&H issues and requirements.

Resources commensurate with this commitment will continue to be made available to minimise OS&H risks and losses.

Housekeeping:

MGTD Pirii aims to present a high quality and efficient image to our clients and other visitors to our facilities. All staff/contractors are expected to observe general ‘good housekeeping’ standards by keeping their work areas tidy and treating equipment with care.

Workers Compensation:

If you suffer an injury at work or while travelling to or from work, you should report this injury to the CEO/Director of MGTD Pirii. All necessary steps will be taken to ensure that medical treatment and rehabilitation is provided to staff.
Workplace Rehabilitation:

MGTD Pirii is committed to the provision of rehabilitation facilities for all employees who have suffered illness or injury that might affect their ability to effectively perform their usual work tasks without risk to themselves or others.

The aim of such rehabilitation is to restore maximum function to and effect appropriate job placement for employees through the advice and recommendations of Occupational Health and Rehabilitation specialists and other professionals involved in the employee’s rehabilitation.

MGTD Pirii is committed to ensuring that the Occupational Rehabilitation process commences as soon as possible after injury/illness first occurs, ensuring that a return to work by an injured/ill employee is a normal expectation, and ensuring that participation in a rehabilitation program will not, of itself, prejudice an injured/ill worker.
Acknowledgement

I acknowledge that I ................................................................. have read and fully understand the contents of this Staff Handbook, which outlines the conditions of my employment and my responsibilities as an employee and/or contractor of MGTD Pirii.

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Name                                                Signature

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Date

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Name of Witness                                    Signature of Witness

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