You can drop a picture on here – pic must measure 17.74cm high by 12cm wide.

If your image is not the right size, you can re-size or crop.

See the intranet for more information.

If you have no photos, just delete this text and keep the coloured boxes.

Sample Group Training Pty Ltd

111 Sample Street

(PO Box 222)

SAMPLE TOWN NSW 0001

Ph: 9111 1111

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Email: name@samplegt.nsw.au

Company website:
www.samplegrouptraining.com.au

# PURPOSE OF THE MANUAL

Company Manual

Manual Layout

#

# SECTION 1: OUR COMPANY

## 1.1 Introduction

## 1.2 Company Background

# SECTION 2: OUR VISION AND MISSION

## Vision

## Mission

## Quality Management

## Code of Ethics

### Our Customers

### Our People

### Our Community

.

## Code of Practice

## Legislative and Regulatory Requirements

### Access and Equity

### Occupational Health and Safety

### Workers Compensation

### Rehabilitation

### Child Protection

### The National Employment Standards

## External Monitoring

Sample Group Training makes contact with our apprentices and trainees, their off-the-job training provider and their host employer or representative, at least once each quarter. The aim is to provide employees with regular constructive feedback on their performance and to create a framework for open discussion between the employee the host employer and Sample Group Training. This contact also provides an opportunity to carry out safety assessment and monitoring of the work area.

# SECTION 3: COMPANY MANAGEMENT

## Directors

## Organisational Structure

Sample GROUP TRAINING ORGANISATIONAL CHART

**Board of Directors**

**General Manager**

**Assistant General Manager**

Business Unit 1

**Sydney**

**Group Training**

Manager

H R Officer

Field Officers

Sales Representative

Administration

Business Unit 3

**Contracted Labour Division**

Manager

Sales Representative

Business Unit 2

**Wagga Group Training**

Manager

Field Officers

Administration

**Administration Unit**

Accountant

Payroll Officer

Credit Officer

Receptionist

Business Unit 4

**North Coast Group Training**

Manager

Field Officer

Administration

## Responsibilities and Authorities

### Organisation

## Management System Review

### Input

### Output

## System Structure

### General

### Management System Control

## Business Planning and Marketing

## Financial Management

# SECTION 4: ADMINISTRATION

## 4.1 Human Resources (Company Staff and Contractors)

## Staff Recruitment/Induction/Development

## Records Management

## Invoicing

## Purchasing

### Purchase Orders/Requisitions

## Payroll

## Vehicle Fleet Management

## Internet/E-mail Use

## Internal Audits

# SECTION 5: PRODUCTS AND SERVICES DELIVERY

## Sourcing and Selection of Host Employers

## Recruitment and Selection of Apprentices/Trainees

## Signing Up of Apprentices/Trainees

## Induction of Apprentices/Trainees

## Monitoring and Pastoral Care

## Rotations

## Suspensions and Cancellations

## Client Feedback and Complaints Handling

## Data Analysis

## System Problems and Improvements

#

# SECTION 6: DOCUMENTATION

## Company Manual Issue and Document Control

#### Master List of Internal Documents

|  |  |  |
| --- | --- | --- |
| Description | Version No. | Date |
| Quality System Company Manual |  |  |
| Staff Handbook |  |  |
| Apprentice/Trainee Handbook |  |  |
| Host Employer Handbook |  |  |
| Code of Conduct |  |  |
| Interview template |  |  |
| Equal Employment and Opportunity Policy |  |  |
| DET reports |  |  |
| Workcover Regulations and Acts |  |  |

AUTHORISED BY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_