

OWNER / OPERATOR

Section 3 Human Resource Management

Criteria	Evidence	Is Documentation Required?
3.0.1	How many fulltime/part time staff are there in the business?	N/A
3.0.2	All staff must have an individual personnel file	N/A
3.0.3	Provide evidence of a roster system, how is it controlled and when is it amended or reissued and who is it done by.	N/A
3.0.4	The business must have written procedures for staff recruitment.	N/A
3.0.5	The business must have written job descriptions for staff.	YES, proprietors are required to have a documented job description
3.0.6	The business must have an organisational responsibility and authority chart.	N/A

Section 4 Training

Criteria	Evidence	Is Documentation Required?
4.0.1	All personnel must undergo basic induction training.	N/A
4.0.2	All personnel must undergo customer service training.	Please detail customer service training/experience against 4.0.4 below.
4.0.3	All personnel must be trained in workplace safety procedures.	YES, please refer to example contained in the manual for assistance.
4.0.4	Record of employee/owner skills and experience	YES, please refer to the example contained in the manual for assistance.
4.0.5	The business must have ongoing professional development initiatives.	YES, please refer to the example contained in the manual for assistance.

Please note: If the business employs at a minimum one (1) casual employee, then all sections of the accreditation checklist are required to be completed.