

Creating a Successful Onboarding Program for New Hospitality Employees - Complete Hospitality Training

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Details:

Every new employee must be given the Fair Work Information Statement, and every new casual must be given the Casual Employment Information Statement as well. These are obligations on the employer rather than administrative courtesies, and day one is the point at which a good onboarding program deals with them, before the menu, before the point-of-sale system, before anyone steps onto the floor.

A hospitality onboarding program has to do three separate jobs at once. It has to discharge legal duties that attach the moment employment starts. It has to make the person safe in a workplace with more hazards than most. And it has to get them competent on a section fast enough that the roster works. Those three jobs have different deadlines, and confusing them is the usual reason onboarding fails.

Build the whole onboarding journey

Our original onboarding guide sets out five connected stages, not only a first-day induction. Preboarding gives a new employee the shift location, contact, documents, clothing requirements and a clear way to ask questions before they arrive. Orientation introduces the team, venue, service standards and immediate safety procedures. Training then demonstrates the tasks of that actual role and lets the employee practise with support. Mentoring gives them someone to ask during live service. Feedback checks what they can do independently and what still needs practice.

Set a timeline for those stages, involve the relevant manager and experienced colleagues, and budget the time and materials. A new bartender, food handler and front-desk worker need different task checks. Ask the new starter how the handover felt and use that feedback to revise the program. The legal and safety requirements below remain gates; a friendly welcome does not replace them.

What has to exist before the first shift, not during it

Some items are not onboarding content at all. They are preconditions, and no amount of week-one training fixes their absence.

Precondition	Rule
Responsible Service of Alcohol	Held by the person before any shift serving alcohol. RSA is one unit, SITHFAB021 , under eight separate jurisdictional regimes
Food handler training	Completed before the person engages in a prescribed activity, or the person holds skills and knowledge commensurate with the activity
Food Safety Supervisor	Appointed before the business engages in a prescribed activity, certificate issued within the preceding five years, and reasonably available

General industry safety induction	Delivered before the person commences work
Work rights	Confirmed, with the expiry diarised rather than checked once

An RSA Statement of Attainment is a national training record, but permission to serve alcohol depends on the destination's rules. NSW permits eligible temporary interstate workers; permanent movers and security or RSA marshal roles must meet NSW training and competency-card requirements, using bridging where eligible. Victoria offers bridging to eligible interstate holders. SA applies approved-provider rules to training from 1 November 2020, with earlier training not required to be repeated solely for that change. QLD and WA require suitable national RSA evidence. Tasmania distinguishes staff from licence holders; the ACT and NT have local currency and refresher requirements. Check the regulator before your first shift. See RSA recognition by jurisdiction , NSW's rules and SA's rules .

Note also that Queensland and Western Australia run no approved-provider register for RSA, so a supplier claiming to be "OLGR-approved" or "DLGSC-approved" is describing a scheme that does not exist.

The paperwork that is not optional

Document	Who receives it	Why
Fair Work Information Statement	Every new employee	Required; sets out entitlements under the national workplace relations system
Casual Employment Information Statement	Casual employees, in addition to the above	Required specifically for casual engagements
The applicable award and the National Employment Standards	All employees	Must be made available, by noticeboard or accessible electronic means
Tax file number declaration	Every new employee	Standard payroll and taxation requirement
Superannuation standard choice form	Every new employee	Allows the employee to nominate their own fund
Work health and safety induction record	Every new employee	Evidence that the safety induction was actually delivered
Evidence of RSA	Anyone who will serve alcohol	Required before a first shift on the floor

Both statements should be provided before the employee starts or as soon as practicable afterwards. Bank details, emergency contacts and evidence of any visa work conditions sit alongside them.

The award-and-NES obligation has its own clause. MA000009 clause 3.3 requires the employer to make copies of the award and the National Employment Standards available to all employees, either on a noticeboard or by accessible electronic means. A link in the staff handbook satisfies it; an assumption that people will look it up does not.

Getting the classification right at this point is easier than correcting it later, and that begins with identifying the right award. Coverage follows the premises , not the job title, and there are four destinations rather than two:

Premises	Award
Hotels, pubs, taverns, motels, resorts, casinos, caterers, accommodation	MA000009 Hospitality Industry (General) Award 2020
Not-for-profit registered clubs — RSL, bowls, golf, community	MA000058 Registered and Licensed Clubs Award 2020
Standalone restaurants, cafes, night clubs, reception centres, roadhouses	MA000119 Restaurant Industry Award 2020
Takeaway, food courts, food sold mainly to be eaten away from the counter	MA000003 Fast Food Industry Award 2010

A restaurant inside a hotel is under MA000009. Two boundaries catch people out: a registered club is not MA000009, because clause 4.4(d)(i) of the hospitality award expressly excludes clubs registered or recognised under State or Territory legislation, and a club under MA000058 must also be operating not-for-profit for members and the community; and a night club is not MA000058, because it is commercial, so it sits in MA000119.

Two classification points belong in onboarding.

First, the Certificate III floor. Under MA000009 and MA000119 (both clause 18.1, adult rates) and MA000058 (clause 18.3), a relevant AQF Certificate III or higher used at work sets a minimum classification of Level 4. The fast food award, MA000003, has no equivalent provision. Ask for the Statement of Attainment at induction, not at the first pay dispute. Three distinctions matter: MA000009 and MA000119 require the employee to make use of the skills and knowledge derived from those competencies, so the floor is not automatic on completion; MA000058 omits the words "or higher" and allows the Fair Work Commission to require the employee to demonstrate they utilise the relevant skills; and disputes route to MA000009 clause 40, MA000119 clause 34, or under MA000058 to the Fair Work Commission.

Second, the Introductory level in MA000009 and MA000119 is capped at three months, extendable by mutual agreement for up to a further three, and the period is meant to be spent on training and competency assessment. If you are putting someone on Introductory level, the onboarding plan is what justifies it.

The first payslip is also a compliance event: payslips must be issued within one working day of payment, showing the employee's name, employer details, the pay period, gross and net pay, tax withheld, superannuation contributions and hours worked.

The safety induction is a legal duty, and it is two inductions

Work health and safety law expects both a general industry safety induction covering hospitality hazards before the person commences work and a site-specific induction on day one. They are not the same document.

Which Act imposes the duty depends on the jurisdiction, and this matters for any multi-state operator.

	Victoria	Most other states and territories
Legislation	Occupational Health and Safety Act 2004 (Vic)	The harmonised Work Health and Safety framework, for example the Work Health and Safety Act 2011 (NSW)
Duty holder	The employer	A person conducting a business or undertaking (PCBU)

Primary duty	s 21	s 19(1)
Duty to persons other than employees	s 23	s 19(3)
Workplace management or control	s 26	s 20
Duty to consult, cooperate and coordinate with other duty holders	No general equivalent	s 46
Regulator	WorkSafe Victoria, notification 13 23 60	For NSW, SafeWork NSW, notification 13 10 50
Incident records	Written record within 48 hours	NSW: written notice on request
Incident record retention	Minimum 5 years	Minimum 5 years

Victoria has not adopted the harmonised laws. Both regimes require the employer or PCBU to provide information, instruction, training and supervision, both use the reasonably practicable standard as an objective test, and neither duty can be transferred by contract. Victoria's definition of health expressly includes psychological health, which brings psychosocial hazards such as bullying, harassment and workplace culture inside the primary duty.

The day-one site-specific induction should cover emergency procedures and exits, first aid locations, the plant and equipment in that particular kitchen or bar, chemical storage, incident and near-miss reporting, manual handling, and knife and equipment handling.

The hazards worth naming explicitly, because they are the ones that actually injure hospitality workers: manual handling from stock deliveries, stockpots and kegs; lacerations and amputations from machinery and knives; burns from hot surfaces, hot liquids and chemicals; slips, trips and falls on wet and greasy floors; electricity, including damaged leads and cleaning electrical cooking equipment; unguarded mixers, slicers and food processors; chemical exposure from degreasers, sanitisers and beer line cleaners; noise from extraction systems and dishwashers; heat stress and fatigue; violence and aggression from intoxicated patrons; and psychosocial hazards.

The controls a new starter needs shown, not told: guards fitted and interlocked, equipment isolated before cleaning or clearing, never clean energised electrical equipment, the Safety Data Sheet register and where it lives, correct chemical dilution, PPE and eyewash where chemicals are used, and every decanted chemical labelled.

Supervision must be proportionate to experience and competence. Young workers under 18, trainees and apprentices, new or inexperienced staff and anyone on a high-risk task need more of it, not the same amount. That is a legal expectation, not a management preference, and it is the reason the shadow-to-solo sequence below exists.

If the venue hosts work placement students or trainees, additional duties apply: a documented work placement risk management procedure agreed with the training organisation, day-one site induction, appropriate supervision, notification of any notifiable incident, and the same safety standards as for employed staff.

What the induction program should contain

The nationally recognised unit SITXHRM010 Recruit, select and induct staff sets out the content an induction program is expected to carry, and it is a good checklist regardless of whether anyone is doing the qualification:

Conditions of employment, and the industrial arrangements that apply

Payroll information, including the award and applicable pay rates, superannuation and wage payment arrangements

Employee benefits, responsibilities and rights

Enterprise details: culture, goals, objectives, responsibilities and vision

Key organisational policies and procedures, and job-role-specific procedures

Organisational charts and reporting lines

Contact details for departments and colleagues

Current organisational focus or initiatives affecting new employees

Orientation: departmental locations, equipment, staff amenities, off-site operations, the whole premises

Work health and safety information

The unit also requires that the program's content and format reflect organisational objectives and policies , and that whoever runs it liaises with operational colleagues so the induction is implemented with minimum operational disruption . That second requirement is the one venues skip, and it is why inductions get abandoned halfway through a Friday setup. Schedule the induction where it can actually be completed.

For the record, the unit's performance evidence requires coordinating recruitment, selection and induction at least once for each of three engagement types: casual, contract or temporary; full-time or part-time permanent; and volunteer roles. Volunteers being named is a useful reminder for clubs and community venues — which, note, are covered by MA000058 rather than MA000009.

Two assessed benchmarks for the process itself

Two business-package units on our scope of registration treat recruitment and onboarding as an assessed competency rather than a matter of preference, and their element lists work as an audit checklist for a venue's own process.

BSBHRM415 Coordinate recruitment and onboarding applies both to people in a human resources role and to those for whom recruitment and onboarding are part of broader duties , which describes most hospitality supervisors. Its five elements are plan for recruitment; screen and interview potential candidates; assess and select candidates; manage candidate outcomes; and onboard the successful candidate. The onboarding element has three parts: advise relevant stakeholders of the new appointment including the start date ; make administrative arrangements for pay and employee record keeping ; and coordinate onboarding. The earlier elements carry the compliance hooks - establish recruitment requirements and the authority to fill the position ; consult stakeholders on job descriptions, selection criteria and workforce strategy; contribute to job descriptions according to relevant policies, procedures and legislative requirements ; conduct preliminary screening according to legislative requirements ; carry out skills assessment relevant to the position ; assess candidates against specified selection criteria and referee reports ; inform all candidates of selection decisions; provide feedback to candidates ; and coordinate documentation observing confidentiality and privacy requirements . Assessment requires coordinating the recruitment and onboarding of two candidates , including developing selection criteria and interview questions in consultation with stakeholders, obtaining referees' reports , providing written reports of candidate assessments and selection recommendations, securing the preferred candidate's agreement and providing employment contracts .

BSBHRM525 Manage recruitment and onboarding is the Diploma-level counterpart, also current on our scope, and it moves from running the process to owning it. Three elements:

Develop recruitment and onboarding policies and procedures — identify existing policies, assess options for technology to improve efficiency and effectiveness , update the policies, obtain stakeholder support, create supporting forms and documents, and communicate the policies to staff with training where required.

Manage the recruitment process — determine future human resource requirements with stakeholders, ensure current position descriptors are used, ensure advertising complies with legislation and organisational policy, consult specialists where required, ensure selection procedures comply with legislation, ensure applicants are advised of outcomes, and ensure job offers and contracts of employment are prepared and provided promptly.

Manage staff onboarding — provide access to training and support to relevant stakeholders and ensure onboarding processes are implemented effectively.

Its performance evidence is managing recruitment and onboarding for two different individuals, and in doing so updating organisational policies and procedures, identifying the need for recruitment, preparing and overseeing documentation, selecting and advising applicants, and complying with relevant legislation throughout. Skills may be demonstrated in a workplace or a simulated environment with access to workplace documentation, organisational policies and procedures, and relevant legislation, regulations and codes of practice.

Read together the two units make one point a venue can act on. An onboarding program with no written policy behind it, no current position descriptor, no documented selection reasoning and no arrangement for pay and employee record keeping on day one would not pass assessment, and it will not survive a dispute either.

Onboarding an apprentice or trainee brings extra duties

If the new starter is an apprentice or a trainee, onboarding carries obligations that do not apply to other engagements, and they sit in the award rather than in policy.

Release and reimbursement, MA000009 and MA000119 clause 12.7. Under 12.7(a) the employer must release the apprentice to attend training or assessment without loss of pay or continuity of employment. Under 12.7(b), time in training or assessment counts as time worked. Under 12.7(c) to (e) the employer must reimburse the apprentice for all fees paid to a registered training organisation for required courses and for required textbooks the employer did not supply, due by the later of 6 months after the apprenticeship starts, 6 months after the relevant stage, or 3 months after the RTO's training starts, subject to satisfactory progress. Trainees have the equivalent release right at Schedule E clause E.5.2 of the Miscellaneous Award 2020: released without loss of pay and without loss of continuity of employment, with that time counting as time worked. School-based traineeships vary.

Under-18 apprentices. MA000009 clause 12.5 provides that the employer must not require overtime or shiftwork of an apprentice under 18, although the apprentice may voluntarily agree, with exceptions only in emergencies. MA000119 clauses 12.5 and 12.6 go further: overtime cannot be required, and except in an emergency neither overtime nor shiftwork may be required if it would prevent attendance at training under the training agreement. A roster built without reference to the training calendar is the breach here.

School-based apprentices, Schedule D. Paid off-the-job training time may be calculated as 25% of the actual hours worked each week on the job; wages for training time may be averaged over the semester or the year; the maximum duration is 6 years; and progression is either 12 months' wage progression for each 2 years of employment, or competency-based. On conversion to full time, completed competencies and time served both count.

Put plainly: for an apprentice or trainee the induction has to reserve the training days, payroll has to treat those days as paid work, and someone has to own the fee and textbook reimbursement deadline. None of the three is discretionary. Rostering that around the training calendar is a SITXHRM008 problem as much as a payroll one, and rostering and time management covers it in more detail.

Days one to seven: orientation to the floor

Menu, allergens and the point-of-sale system are the three things a new starter will be asked about within their first hour of service. Allergen handling deserves separate treatment from general menu knowledge. Staff must be able to answer accurately about the allergens that must be declared under the Food Standards Code, and the correct response when they are unsure is to ask the kitchen, never to guess.

Hygiene and cleaning schedules, and the venue's own food safety program, belong in the same week. Food handler training under Standard 3.2.2A must cover four topics: safe handling of food; food contamination; cleaning and sanitising of premises and equipment; and personal hygiene. That training does not have to be nationally accredited, mandates no refresher period, and the business is not required to keep records of it. A free non-accredited course covering the four topics satisfies the law. The accredited unit SITXFSA005 buys portability and documentary proof, not permission, and it requires correct hand-washing, appropriate use of uniform and PPE, effective personal health and hygiene practices and hygienic food service each demonstrated on at least three occasions.

The alternative to completed training, under clause 10 of the Standard, is holding skills and knowledge commensurate with the activity. It is not "being supervised by someone who has done the training". That framing predates Standard 3.2.2A, which commenced 8 December 2023, and confuses the food handler tool with the separate Food Safety Supervisor tool.

Days eight to thirty: shadow, support, solo

A workable sequence is shadow a section, then work it alongside someone, then run it with support close by, then run it unsupervised. Opening and closing procedures usually come last, because both are performed without anyone watching.

Structured check-ins at the end of week one, week two and week four catch problems while they are still cheap to fix, and give the new starter a place to raise what they have not understood. The nationally recognised coaching unit SITXHRM007 Coach others in job skills describes the mechanics well: explanation, demonstration, review, listening to the trainee's explanation, observing and evaluating the trainee's demonstration, then feedback. It also names the things that derail on-the-job coaching, which are worth watching for in a new starter's first month: breakdown in communication, coaching attempted in inappropriate circumstances, insufficient opportunity to practise, language or cultural barriers, and shyness or lack of confidence.

Notably, the unit requires coaching to be completed within commercial time constraints. An onboarding program that only works on a quiet Tuesday is not an onboarding program.

Food safety supervision attaches to the business, not the new starter

Standard 3.2.2A requires both category one and category two food businesses to appoint a certified Food Safety Supervisor. The categories are activity-based, not audience-based. Category one is a caterer or food service operation that processes unpackaged potentially hazardous food into food that is both potentially hazardous and ready to eat: restaurants, cafes, pubs, fast food, bakeries, hospitals, aged care, childcare, school canteens, mobile vendors. If it has a kitchen and cooks, it is category one. Category two is the retail sale of ready-to-eat potentially hazardous food the business did not make, where slicing, weighing, repacking, reheating and hot-holding do not count as making it: delis, butchers, some convenience stores.

The appointment has three limbs. The supervisor must be appointed before the business engages in a prescribed activity; must hold a certificate issued within the immediately preceding five years, with the complete course repeated every five years; and must remain reasonably available, meaning on site or easily contacted, for instance by phone. Naming someone on a wall chart who is unreachable does not

satisfy the third limb.

Only category one carries the third tool, substantiation records , which must be kept for three months after being made and be accessible at the premises . Those records cover receipt at correct temperature, storage under temperature control, process steps achieving pathogen reduction, minimising time at growth-permitting temperatures, cooling and reheating within specified timeframes, display under temperature control, transport under temperature control, and the cleaning and sanitising of food-contact surfaces and equipment. Whoever in the onboarding program is taught to fill in the fridge log needs to know why.

In New South Wales the FSS certificate must come from a provider approved by the NSW Food Authority under section 106H of the Food Act 2003 (NSW). We are not on that list and cannot issue a NSW Food Safety Supervisor certificate. The NSW scheme issues two documents, the national Statement of Attainment and the FSS certificate, and keeping only the Statement of Attainment does not satisfy section 106G.

Where formal training fits

Onboarding is venue-specific orientation. It is not a qualification and does not substitute for one. But onboarding is the right moment to find out what the person already holds, because that determines both their classification and whether formal training would be fast or slow.

Recognition of prior learning is the lever for anyone with real experience. Registered training organisations must offer RPL under Standard 1.6 , it is raised at the pre-training review under Standard 2.2, and it is a genuine assessment against the same evidence requirements rather than a waiver. Identify it in week one rather than a year later.

For nationally recognised training, a USI is generally required before a qualification or Statement of Attainment can be issued, unless an applicable exemption applies. See the official USI exemption guidance . It is free; recover an existing USI rather than creating another. The RTO must request Registrar verification that the identifier belongs to the individual before using it for any purpose (s 12(1)(b)), must not print it on the certificate (s 12(1)(a)), and must have the student's permission before creating or finding one , issuing a Privacy Notice if it creates one on their behalf. Under s 11 , personal information and identity documents obtained to create a USI must not be retained unless another law requires it. Under s 16 , reasonable steps must be taken to protect any USI record, and a contravention is an interference with privacy under the Privacy Act 1988 . The Act's Part 3A civil penalties run at 60 penalty units each , and they include s 29B(2) , applying for an identifier for an individual without authorisation - which is the provision that bites an employer or provider that creates USIs for a whole intake as a convenience. Under Australian Privacy Principle 9 the USI is a government-related identifier , so an organisation must not adopt it as its own identifier: using it as the primary internal student key, printing it on lanyards or exposing it in a URL is a likely breach. Find before you create - duplicates split a person's training history, and check whether you already have one.

Relevant pages: Certificate IV in Hospitality and its workplace-delivered version , Certificate III in Hospitality , the restaurant front-of-house stream , Food Safety Supervisor , food handling and RSA . Start a conversation via skills assessment or an expression of interest .

Related reading: 5 tips to hiring hospitality staff , 4 common mistakes employers make when hiring , health and safety best practice , rostering and time management , building a training plan , cross-training and superannuation, tax and payslips .

About us

We are Complete Hospitality Training , RTO 3722, CRICOS 04242E. Registered since 1 June 1994 , with our current registration period running to 30 June 2032 under the Australian Skills Quality Authority. Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010. Contact melbourne@cht.edu.au or +61 3 9654 1554 . Confirm current course and fee arrangements directly.

We link to the relevant course and regulatory sources in this guide. Check those sources for current requirements, and confirm course availability, delivery, fees and entry requirements with us before enrolling.

Source records and further guidance

We link the unit records and regulator guidance relevant to this page below. Check the current source before making an enrolment, licensing or employment decision.

BSBHRM415 Coordinate recruitment and onboarding

BSBHRM525 Manage recruitment and onboarding

SITXFSA005 Use hygienic practices for food safety

SITXHRM007 Coach others in job skills

SITXHRM010 Recruit, select and induct staff

Responsible Service of Alcohol training requirements (Victoria)

Responsible Service of Alcohol training requirements (Queensland)

Responsible Service of Alcohol training requirements (Western Australia)

Responsible Service of Alcohol training requirements (South Australia)

Responsible Service of Alcohol training requirements (Tasmania)

Responsible Service of Alcohol training requirements (Northern Territory)

Food Safety Supervisor certificate requirements (New South Wales)

Food Standards Code — Standards 3.2.2 and 3.2.2A (food safety practices and food safety management tools)

Hospitality Industry (General) Award 2020 (MA000009)

Restaurant Industry Award 2020 (MA000119)

Unique Student Identifier (USI) requirements for RTOs

What does a casual receive that a permanent employee does not?

The Casual Employment Information Statement, which is given in addition to the Fair Work Information Statement that every employee receives.

Is an induction a qualification?

No. An induction is venue-specific orientation. A qualification such as SIT40422 Certificate IV in Hospitality, which is 21 units made up of 9 core and 12 elective, is nationally recognised and assessed by a registered training organisation.

Which award do we induct a new starter under?

Whichever of the four covers the premises: MA000009 for hotels, pubs, taverns, motels, resorts, casinos and caterers; MA000058 for not-for-profit registered clubs; MA000119 for standalone

restaurants, cafes, night clubs, reception centres and roadhouses; MA000003 for takeaway and food courts. A restaurant inside a hotel is MA000009.

Do we have to give employees access to the award itself?

Yes. MA000009 clause 3.3 requires the employer to make copies of the award and the National Employment Standards available to all employees, on a noticeboard or by accessible electronic means.

Does a new starter's Certificate III change their classification?

In three of the four awards, yes. Under MA000009, MA000119 and MA000058, a relevant AQF Certificate III or higher used at work sets a minimum classification of Level 4. MA000003 has no equivalent provision. Ask for the Statement of Attainment at induction.

Is the Level 4 floor automatic on completion?

Not under MA000009 or MA000119, which require the employee to make use of the skills and knowledge derived from those competencies. MA000058 omits "or higher" from its wording and allows the Fair Work Commission to require the employee to demonstrate they utilise the relevant skills.

Does a venue have to meet the RTO Standards to run onboarding?

No. Those standards apply to registered training organisations. Complete Hospitality Training, RTO 3722, is bound by them; an employer inducting its own staff is not.

Is there an assessed standard for a recruitment and onboarding process?

Yes, two of them. BSBHRM415 Coordinate recruitment and onboarding is assessed over two candidates and requires selection criteria and interview questions developed with stakeholders, referees' reports, written candidate assessments, the preferred candidate's agreement and employment contracts. BSBHRM525 Manage recruitment and onboarding is assessed over two different individuals and additionally requires the person to update organisational policies and procedures and to comply with relevant legislation throughout. Both are current on our scope.

Can what a new starter already knows be recognised formally?

Yes. Existing skills can be assessed rather than retaught through recognition of prior learning, which RTOs must offer under Standard 1.6 and which is raised at the pre-training review.

Who needs a Unique Student Identifier, and can we create one for a new starter?

For nationally recognised training, a USI is generally required before a qualification or Statement of Attainment can be issued, unless an applicable exemption applies. See the official USI exemption guidance (<https://www.usi.gov.au/students/create-your-usi/exemptions-usi>). It is free; recover an existing USI rather than creating another. Do not create a USI for someone without their authorisation. Ask each learner for permission before assisting them.

Can we use the USI as our own staff or student reference number?

No. Under Australian Privacy Principle 9 the USI is a government-related identifier and an organisation must not adopt it as its own identifier, so using it as a primary internal key, printing it on a lanyard or putting it in a URL is a likely breach. It must also not be printed on the qualification or statement of attainment itself (s 12(1)(a)).

How many inductions does a new starter need?

Two. A general industry safety induction covering hospitality hazards before they commence work, and a site-specific induction on day one covering that particular venue.

Does the induction have to be recorded?

Record it. Work health and safety obligations include maintaining health and safety records, documenting hazard assessments, and recording monitoring and supervision activities. An unrecorded induction is indistinguishable from an induction that never happened.

Which WHS Act applies to a venue in Victoria?

The Occupational Health and Safety Act 2004 (Vic), administered by WorkSafe Victoria. Victoria has not adopted the harmonised Work Health and Safety framework that most other states and territories use, so a multi-state operator complies with more than one instrument.

How long must incident records be kept?

A minimum of five years. In Victoria a written record is required within 48 hours; in New South Wales written notice is required on request.

Can a new starter serve alcohol on their first shift?

Only if they already hold a valid RSA for that jurisdiction. In Victoria that means the unit through an LCV-approved provider plus the LCV Learning Hub second stage, not a Statement of Attainment alone.

Does food handler training have to be done before the first shift?

Yes. Standard 3.2.2A requires it to be completed before the person engages in a prescribed activity, or the person must hold skills and knowledge commensurate with the activity.

Do we need to keep records of food handler training?

No. The Standard imposes no record-keeping duty for that tool and mandates no refresher period. Many employers keep records anyway, which is sensible but not required.

Does every new starter need their own Food Safety Supervisor certificate?

No. The Food Safety Supervisor requirement is a business-level obligation. One appointed, currently certified, reasonably available supervisor satisfies it.

Who pays for an apprentice's course fees and textbooks?

The employer reimburses them. Under clause 12.7(c) to (e) of MA000009 and MA000119 the employer must reimburse the apprentice for all fees paid to an RTO for required courses and for required textbooks the employer did not supply, by the later of 6 months after the apprenticeship starts, 6 months after the relevant stage, or 3 months after the RTO's training starts, subject to satisfactory progress.

Is training time paid time for an apprentice or trainee?

Yes. Clause 12.7(a) and (b) require the apprentice to be released without loss of pay or continuity of employment, and the time in training or assessment counts as time worked. Trainees have the same right at Schedule E clause E.5.2 of the Miscellaneous Award 2020. School-based traineeships vary.

Can we roster an apprentice under 18 onto overtime or a night shift?

Not as a requirement. MA000009 clause 12.5 says the employer must not require overtime or shiftwork of an apprentice under 18, though the apprentice may voluntarily agree, with exceptions only in emergencies. MA000119 clauses 12.5 and 12.6 add that except in an emergency neither may be required if it would prevent attendance at training under the training agreement.

How long can a new employee be paid at Introductory level?

Up to three months, extendable by mutual agreement for up to a further three, and the period is meant to be spent on training and competency assessment.

When is the first payslip due?

Within one working day of payment.