

Version	Date	Author	Change Description
1.0	July 2019	K. Kendall & S. Hunter	Policy Created

Policy Objective

This sets out the requirements for Service Management policies and practices in relation to Team Member Orientation & Probation.

Rationale

Management must ensure that Team Members receive a formal introduction to the facility and the company. This should include company policies, relevant forms, responsibilities, health and safety obligations and a clear understanding of the appointed role.

Strategies and Practices

Orientation and Probationary Periods are vital to the new Team Members induction process. If completed correctly and successfully, it will ensure that the Team Member will have a firm understanding of the expectations and requirements while working within the facility. This helps to alleviate any unnecessary incident and misunderstandings in relation to Kendall Fitness' policies and procedures.

1. New Team Members are to receive a formal Orientation upon commencement using the Team Members Orientation Checklist.
2. The following should be discussed on the first session and signed off for the Team Member's file:
 - Team Member Details Form
 - Team Member Emergency Contacts
 - Contract / Agreement
 - Bank Details
 - Company Policies (signed as read within 1st week)
3. The Manager is to work through the Team Member Orientation Checklist with the Team Member. This will provide team members with a clear understanding of:
 - Daily operations
 - Emergency evacuation procedures
 - Firefighting equipment operation
 - Workplace Health & Safety Expectations & Obligations
 - Expected level of Professionalism

Orientation and Policy knowledge

Company policies detail expectations which all Team Members must follow in order to ensure the health and safety of all clients, children and visitors.

All Team Member will have access to a copy of the company's Policies and Procedure Manual. It is the Team Member's individual responsibility to:

- read and sign off on the policies and procedures within the first week commencing
- sign off on their orientation
- conduct themselves according to the policies

This orientation will be filed in the Team Members personnel file to refer to if required.

New Team Members are encouraged to provide feedback at the end of the initial orientation in the feedback section on the Team Member Orientation Form.

Team Member will be advised of any changes that are made to the Company policies

Probationary Period

At the end of the probation period of three months, the outcome will be one of the following:

- a. Successful completion of probation or;
- b. Termination of employment due to poor work performance and non-achievement of goals. (The Manager must be able to show, in writing, the support and training given to the Team Member to assist them in achieving their goals)

Relevant Important Documents

- *Team Member Orientation Form*
- *Position Descriptions*
- *Staff Qualifications*
- *Team Member Details & Emergency Contacts Form*
- *Contract / Agreement*
- *Company Policies (signed and dated)*

Resources & References

- ***Fitness Australia: Scope of Practice for Registered Exercise Professionals***
- ***Business Principles and Guidance for Fitness Business. Principle 1: Deliver health and exercise services with due care and skill***

- ***Business Principles and Guidance for Fitness Business. Principle 2: Ensure, so far as reasonably practical, the safety of its customers***
- ***Business Principles and Guidance for Fitness Business. Principle 3: Take reasonable care to ensure the suitability of its advice***
- ***Business Principles and Guidance for Fitness Business. Principle 10: Aim to establish a quality improvement culture***

Notes

Information relating to this policy is communicated throughout the facility using a variety of the following:

Emails, Team meetings and memos, notice boards and posters, pamphlets and information sheets, role modelling and signs displayed around the fitness facility.

Policy Written by: K. Kendall & S. Hunter		Date: July 2019
Final Approval by: Kylee Kendall	Approved Date: July 2019	Next review date: July 2020