

Welcome to Davies Bakery Pty Ltd

We hope your appointment at Davies is a rewarding experience. During today's induction we will be covering the following topics;

- Terms and conditions of employment;
- Pay procedure;
- Clocking in
- Uniform and PPE;
- Davies Bakery Policies and Procedures;
- Health and Safety Policies and Procedures;
- Introduction to Good Manufacturing Practice;
- Food Safety and Quality
- Emergency Preparedness

You will be taking part in a factory tour to familiarise yourself with the new workplace

This induction should take approximately 30 minutes to complete.

If you have any questions after the induction please contact your supervisor or speak with a Chandler Services Consultant



Important Contact Information



If you have any questions about your pay, shifts or anything else please contact the Chandler office Monday to Friday on **03 9656 9777** between 8:30am and 5:00pm and speak with your consultant.

You must give us a minimum of **4 hours** notice if you are unable to attend a shift. If you are calling outside of business hours to advise that you are sick or running late, the call will transfer to our **24 hour** service.

No Show & 3 strike Policy

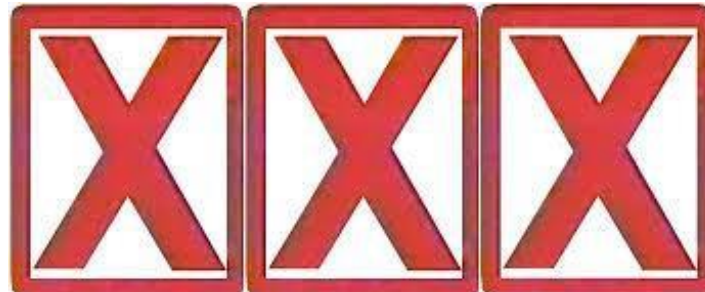


If you ever do not attend a shift and you have not called to let us know that you can't make it **BEFORE** your shift starts, you will no longer receive shifts through Chandler.

This is a very serious rule that is strictly enforced; Sites rely on people attending their shifts as scheduled.

Chandler also enforces a strict three strike system. You will receive a strike for occurrences of poor conduct, tardiness or late-notice absenteeism.

If you get 2-strikes within a short period of time OR 3-strikes altogether, you will no longer receive work through Chandler.



Time Keeping

It is YOUR responsibility to ensure you clock-in and clock-out.

Clock In at the commencement of your shift.

Clock-off at the completion of your shift.

There is an automated Veinscan (RITEQ) system on-site. Your supervisor will arrange registration and training for you on the system within the first day of your employment.

You must not scan on until you are ready to begin work. Once you have scanned on, report to your supervisor to begin work. When you have finished work scan out and this will form a normal part of your daily routine.



Pay Procedures

- Chandler pays staff weekly on a Monday to Sunday pay cycle. This means any hours you work from a Monday to Sunday in any given week will be paid the following Wednesday.
- Apart from your tax deduction (which incorporates the Medicare levy) there are no pay deductions unless authorised by you. Pay deductions must be authorised by completing the payroll deduction request form.
- Forms that you need to complete during induction are
 - the payroll information form and
 - tax file number declaration form.

If you do not complete these forms as part of your induction please ensure you return them to your supervisor as soon as possible to ensure you are paid correctly.



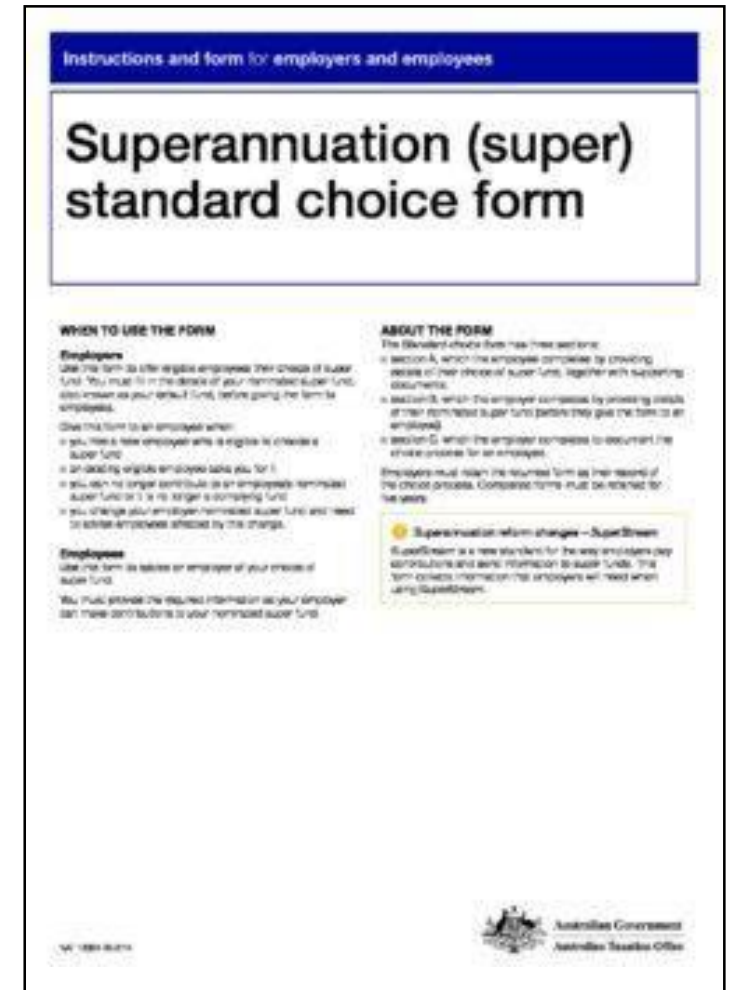
Pay Procedures (cont)

Superannuation is paid in accordance with legislation. If you are employed on a casual basis you need to earn \$450.00 (in ordinary earnings) in a calendar month to receive a superannuation contribution.

The nominated superannuation fund for Davies is ANZ.

If you do not return the choice of superannuation fund form your contributions will automatically default into ANZ.

If you wish to choose another fund you need to complete a Choice form and return it to payroll via your supervisor.

A document titled "Instructions and form for employers and employees" for a "Superannuation (super) standard choice form". It includes sections for "WHEN TO USE THE FORM" (for employers), "ABOUT THE FORM", and "Employees". It also features a "Superannuation reform changes - SuperStream" section and logos for the Australian Government and Australian Taxation Office at the bottom right.

Instructions and form for employers and employees

Superannuation (super) standard choice form

WHEN TO USE THE FORM

Employers

Use this form to offer eligible employees their choice of super fund. You must do so in the case of your nominated super fund, also known as your default fund, before giving the form to employees.

Give this form to an employee when:

- you hire a new employee who is eligible to choose a super fund
- an existing eligible employee asks you for it
- you don't no longer contribute to an employee's nominated super fund or it is no longer a complying fund
- you change your employer-nominated super fund and need to advise employees affected by this change.

Employees

Use this form to select an employer or your choice of super fund.

You must provide the required information so your employer can make contributions to your nominated super fund.

ABOUT THE FORM

The Standard choice form has three sections:

- section A, which the employee completes by providing details of their choice of super fund, together with supporting documents;
- section B, which the employer completes by providing details of their nominated super fund before they give the form to an employee;
- section C, which the employer completes to document the choice process for an employee.

Employers must retain the returned form as their record of the choice process. Completed forms must be retained for five years.

Superannuation reform changes - SuperStream

SuperStream is a new standard for the way employers pay contributions and send information to super funds. This form collects information that employers will need when using SuperStream.

SA 1000 00/15

Australian Government
Australian Taxation Office

Entry to the Factory

The Davies Bakery is surrounded by a secure fence. To gain access Press the Intercom button and a staff member will come out to let you in.



About Davies



DAVIES BAKERY is a family owned business. The family has been in the baking industry for over 125 years.

Our founder JOHN DAVIES was known as a conscientious, generous and hardworking man, with a passion for high quality bread.

Today, we are 5th generation bakers and one of the largest independent bakeries in Australia.

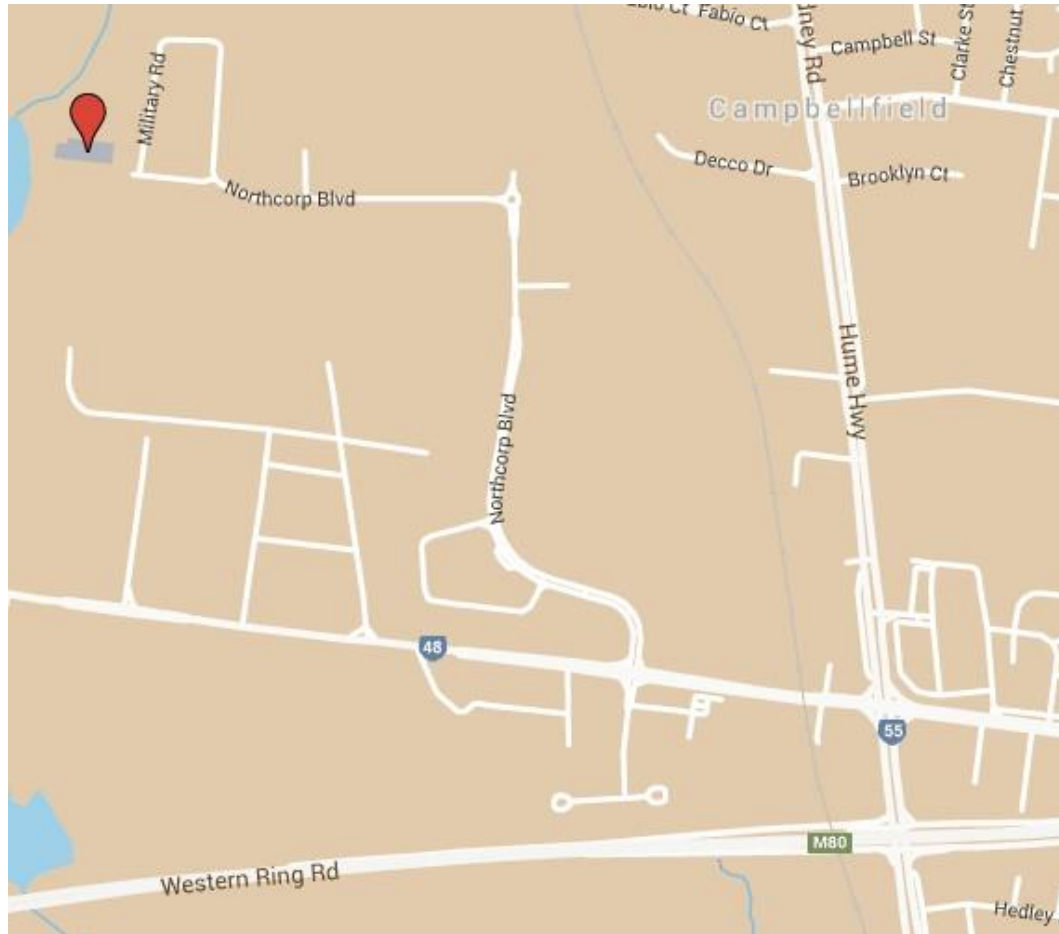
Davies Bakery has two manufacturing lines:

BM1. Manufactures all varieties of bread products. They have the capacity to manufacture 3,500 loaves of bread per hour. The line is running for approximately 20 hours a day, 7 days a week.

BM2. Manufactures sausage rolls, pasties, and potato top pies and hot cross buns. This line comprises a dough processing system, including sheeter, laminator, meat depositing system, glaze unit and oven. The line is running 24 hours a day, 5 days a week.



Locality Map



DAVIES BAKERY, BM1 and BM2
24 Military Road
BROADMEADOWS VIC 3047

**PLEASE TAKE NOTE IN YOUR
INDUCTION OF KEY
PRODUCTION AREAS**

Prevention of Child Labour and Exploitation

Davies Bakery does not recruit or employ child labour and does not employ any person below the age of sixteen years at the workplace.

All new applicants are required to provide proof of residency and photograph identification as a part of their employment application.

Davies Bakery prohibits the use of forced or compulsory labour in all of its operations. No employee is made to work against his/her will or work as bonded/forced labour, or subject to corporal punishment or coercion of any type related to work.



Environmental Policy

Davies Bakery will monitor and comply with all relevant environmental laws and relevant standards and manage our operations to prevent or minimise pollution and impacts on air, water, land, flora, fauna.

We strive to improve resource consumption efficiency and minimise waste generation in our operations and we shall respond to the environmental concerns of our customers and the communities in which we operate.



Surveillance & Rights of Search

We use video surveillance (CCTV) in and around the premises.

The purpose of the surveillance is to ensure the safety and security of employees, visitors and property.

We reserve the right to review and use the CCTV in disciplinary proceedings.

All cameras are visible and will not be located in change rooms or bathrooms.



Wastage

We maintain a policy of 'minimum waste', which is essential to the cost effective and efficient running of the business. You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc.

Further; you are required to report any damage to property (building, equipment) to your supervisor. Disciplinary action may be taken, if this damage is a result of your carelessness and/or negligence.



Social Media Policy



Any work related issue or material that could identify an individual who is a customer / client or work colleague, which could adversely affect the business, must not be placed on any social networking site.

This means that, unless otherwise authorised, work related matters must not be placed on any such site any time either during or outside of working hours and this includes access via any mobile computer equipment, including mobile phone.



Health and Safety at Davies Bakery



Safety First – Davies Bakery strives to ensure that the health and well being of every employee is protected while at work.

At Davies Bakery, a commitment to occupational health, safety and the environment is part of the business.

This is achieved through:

- complying with statutory requirements, codes, standards and guidelines;
- setting up objectives and targets with the aim of eliminating work related incidents in relation to our activities, products and services; and
- defining roles and responsibilities for occupational health, safety and environment.

Note that under the *Occupational Health and Safety Act 2004* (section 21) an employer must provide, as far as is practicable, a safe working environment. Employees (under section 25) must also work in a safe manner which does not endanger the health, safety or well-being of fellow employees. Employees must not interfere with or misuse anything provided in the interests of health and safety.

OCCUPATIONAL HEALTH & SAFETY SUPERVISOR

Damian Karaula is the Occupational Health & Safety Supervisor on site. Damian works with Supervisors and Managers to help ensure we are all provided with a safe place to work.



Health and Safety Communication



NOTICE BOARDS

Notices will be put up on the notice board which is located in the lunch room, these may include updates about the company, internal advertisements and GMP results, etc.

Health and Safety Reps at Davies Bakery are posted on the health and safety noticeboards.

Things to Remember on Site

Code of conduct: All staff are encouraged to use their knowledge and skills to perform their duties to the best of their ability, work well together, communicate with respect and tolerance and work constructively to solve conflict. While at work all staff must:

Take reasonable care for his or her own health and safety

Take reasonable care for the health and safety of persons who may be affected by their actions at a workplace

Co-operate with his or her employer with respect to any action taken by the employer to comply with a requirement imposed by or under this act or the regulations.

Harassment and Bullying: All workplaces should be free from harassment, where all people are treated with dignity, courtesy and respect. Any incident of harassment should be reported immediately to the person in charge, and to Chandler. Harassment is unlawful whether it is intentional or unintentional – whether it is in the form of imitating someone's accent, spreading rumours, offensive jokes, threats, insults or pushing and shoving. Any sexual harassment should also be reported.

Orientation: It is the joint responsibility of the site and the casual employee to ensure that they are familiar with the site they are working at for the day. Before you begin your shift ensure you are aware of: emergency exits, first aid kit, who your supervisor is, amenities, your task responsibilities, PPE required and any other important site specific information.



More Things to Remember on Site



Incidents/Accidents/Near Misses: All incidents, accidents and near misses must be reported and recorded. Please follow the sites protocol and report to Chandler. If you are injured please seek out the site first aider immediately and have someone notify your supervisor.

Hazard Identification: You may be exposed to various hazards while at work such as slips, trips, falls, manual handling, heat, cold etc. Ensure that you are aware of the correct precautions for the handling of these hazards.

If in Doubt, STOP: While on site, if you are ever asked to complete a task that you believe is unsafe or beyond your training or capabilities, please STOP. Discuss the task with your supervisor and if you are still unsure, call Chandler immediately.

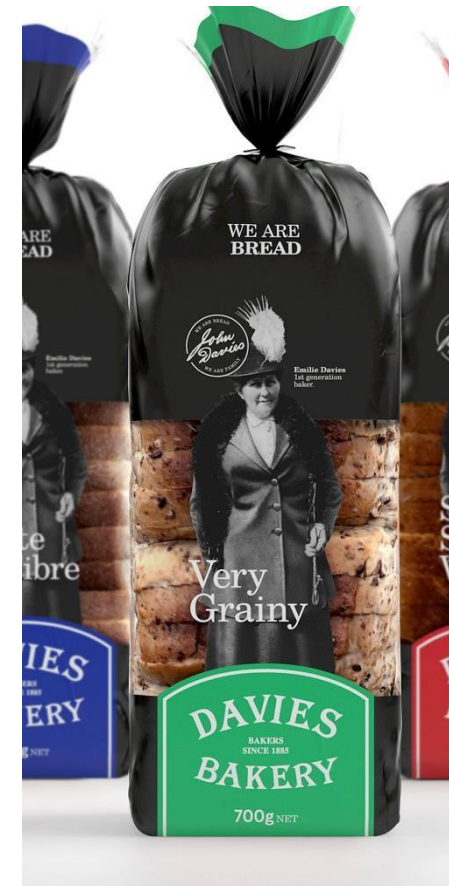


Taking Home Products

Employees may be granted permission to take home bread items this includes:

One loaf of bread or **Six** individuals rolls on a daily basis. Staff must change the bag to a clear bag if taking the product home.

Do not remove items straight from the conveyor belts.

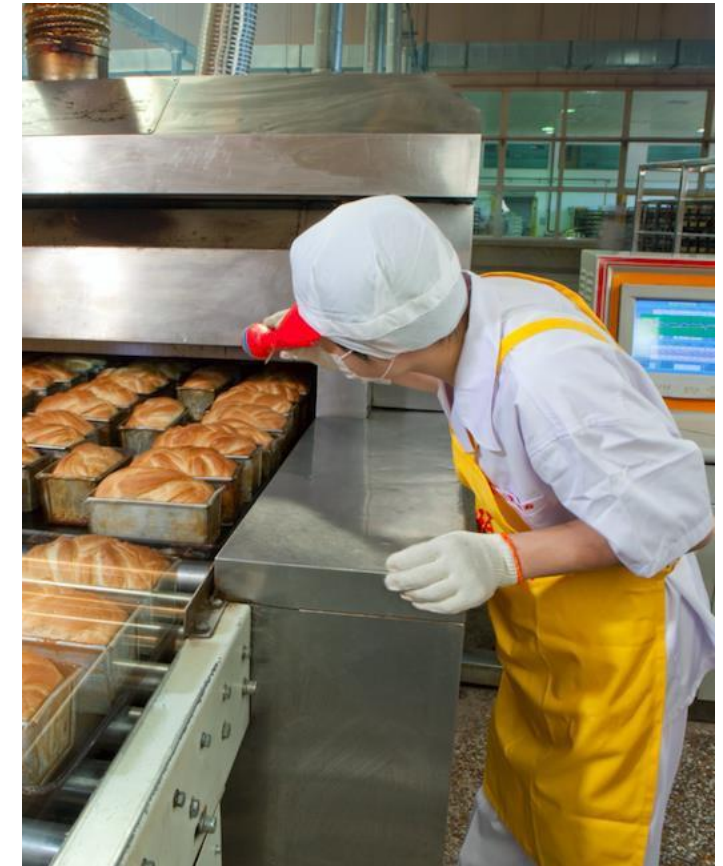


Strategies for Maintaining Occupational Health and Safety



STRATEGIES WILL INCLUDE:

- ensuring occupational health, safety and environment management principles are included in all organisational planning activities;
- providing ongoing education and training to all of our employees;
- consulting with employees and other parties to improve decision-making on occupational health, safety and environment matters;
- ensuring incidents are investigated and lessons are learnt within the organisation;
- distributing occupational health, safety and environment information, including this policy, to all employees and interested parties;
- ensuring that we have policies and procedures in place to manage environmental risks in all of our business activities
- providing enough resources to ensure occupational health, safety and environment is a central part of the organisation; and
- ensuring effective injury management and rehabilitation is provided to all employees.



Personal Protective Equipment

Earmuffs are compulsory and **MUST** be worn at all times.

You must purchase your own **steel capped boots**. Steel capped boots **MUST** be worn in all areas of the factory. You are not permitted on site without steel capped boots.

There are specific areas of the plant where **high visibility vests** are to be worn (ie. Working outside). This will be provided to you by your supervisor.

You are responsible for the care and maintenance of PPE provided to you.



Manual Handling

1. PLAN YOUR LIFT

Know what you are about to do.
Where are you carrying the load to?
Do you need help?

2. DETERMINE THE BEST METHOD

Lift efficiently and rhythmically.
No jerking movements.
Get a good balance.

3. POSITION YOURSELF

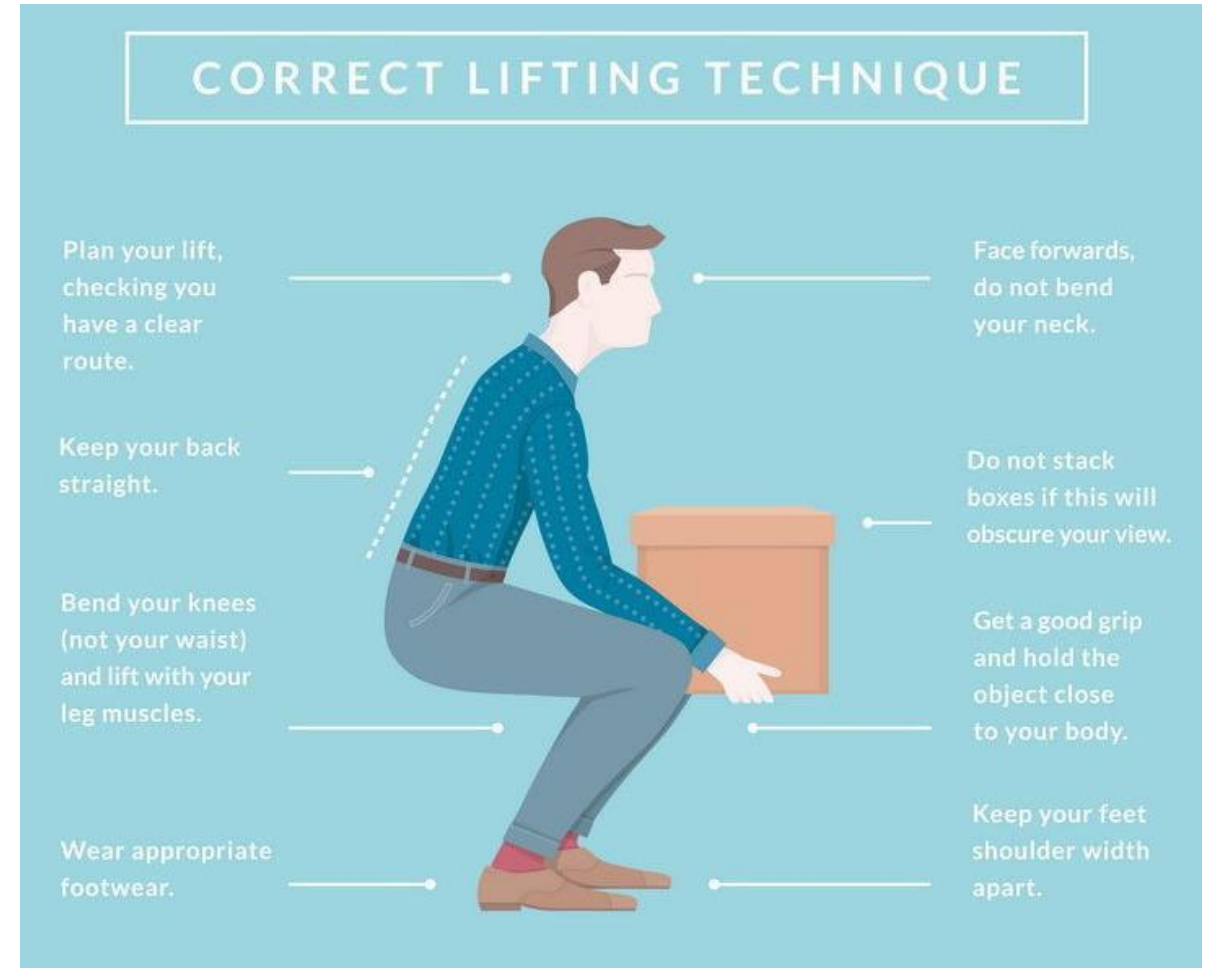
Bend your knees.
Keep your back straight.
Avoid unnecessary lifting and twisting.

4. GET A SECURE GRIP

5. PULL THE LOAD IN CLOSE TO YOUR BODY

IF THE OBJECT IS TOO HEAVY ASK FOR HELP. When team lifting, communicate with each other e.g. Are you ready, on the count of three".

ALWAYS PLAN YOUR LIFT! By following the above steps you know you are following correct manual handling procedures for the task you do.



Uniform

Clothing supplied by the company must be worn as required and left on the premises at all times. Soiled clothing is to be placed in the bins provided at the end of each shift and clean garments picked up at the beginning of each shift.

How to put on / take off your uniform:

Place your hair net and/or beard net on first, then put on your uniform.

When removing your uniform, take the uniform off first followed by the hair / beard net.

At the completion of the work shift or during breaks, dispose of used hair nets in the bins provided in the dressing room.



Housekeeping

All employees are required to maintain their workstations in a clean and tidy manner and ensure that their working environment is free of trip hazards and slippery surfaces.

Good housekeeping reduces the number of workplace accidents and contributes to workplace morale and productivity



Plant and Equipment Guarding

All items of plant and equipment on-site have appropriate guarding in-place to ensure operators are kept away from dangerous and moving parts of machinery.

No operators are permitted to alter or interfere with any items of guarding for any reason unless they are authorised to do so.

Where guarding is to be removed for maintenance and cleaning then all power and energy sources must be isolated via the tag-out/lock-out system. The plant cannot be re-started unless the guarding is in-place.



Use of Ladders

Operators are not permitted to use A-frame or 'free-standing ladders' on-site.

Platform ladders with appropriate fall restraint are available on-site and should be used where required.

If in doubt, contact your supervisor for assistance.



Using Compressed Air Safely

Compressed air must not be used under any circumstances to clean dust or dirt from an operators clothing or skin surface and appropriate protective eye wear must be worn at all times when using compressed air for cleaning equipment.

Operators should avoid bending or kinking hoses and hoses should be checked to make sure they are properly connected to pipe outlets before use.

Air hoses should not be placed where they cause a trip hazard and hoses should be inspected on a regular basis with any defects reported to maintenance.

Only authorised and trained personnel should operate compressed air equipment.

Anyone found deliberately misusing company equipment such as compressed air hoses or receivers will be subject to company disciplinary action.



Forklifts

Only licenced operators who have been authorised are permitted to operate a forklift.

Seat belts on these forklifts must be worn at all times and the operators must ensure that the daily inspection checklist has been completed.

Any defects following the daily inspection must be reported immediately to your supervisor who will forward this onto the maintenance department for repair.

All persons must remain 3 metres away from forklifts at all times and stick to pedestrian walkways and crossings. Where safety barrier tape is applied, do not enter the working area.



Drugs, Alcohol, Needles & Syringes



- the possession, soliciting, selling, distribution or consumption of illicit or non-prescribed drugs is prohibited
- employees must not be under the influence of illicit, prescribed or non-prescribed drugs or alcohol to a level where it could risk injury to any person, including the user, or where it contradicts any statutory requirement.
- the consumption of alcohol is prohibited in vehicles or within any company operational area



Hazard Reporting

HAZARD & PROPERTY DAMAGE

If you see a potential hazard you must report it and you need to fill out a report form which is available from your supervisor.

Once this form is completed, give to your supervisor who will investigate the hazard / damage.

Your supervisor will provide you with feedback about actions being taken in regards to the hazard you have reported.

If you require further assistance you can see your manager.



Hazard Reporting

INCIDENT/ILLNESS AND NEAR-MISS REPORTING

If you have an accident resulting in injury you must fill out the incident form as well as notifying your supervisor of the accident as soon as possible so they can assist you to record the accident. Incident investigations are completed for each injury on-site to attempt to reduce the risk of the accident reoccurring.

RETURN TO WORK AND REHABILITATION

Where you are involved in a work related accident or incident your supervisor will arrange appropriate first-aid or medical treatment as required in co-ordination with the Site OH&S Supervisor.

This may include attendance at a Company nominated Medical Practitioner for assessment of your condition and clarification of suitable duties to assist with your return to Pre-Injury duties.



GMP at Davies Bakery

Davies Bakery employs Good Manufacturing Practice (GMP) and is committed to ensuring the quality of all products we manufacture.

GMP is a set of principles and procedures that, when followed, help to ensure our products are of a high quality, are safe and free from contamination when they reach the consumer.

In Australia, GMP principles and procedures cover aspects of manufacturing, including:

- Quality Management
- Training and Experience of Workers
- Personal Hygiene of Workers
- Premise and Equipment
- Documentation
- Production Procedures
- Complaints and Product Recalls
- Inspections



Quality Management

Our organisation has specialist workers, equipment and facilities to ensure the quality of all products we manufacture; however, we also rely on you to participate in our quality objectives.

Therefore, if you identify any quality issues, you should immediately notify your Manager.



Hazards (Types and Source)

TYPES OF HAZARDS

Chemical (allergens, cleaning chemicals, pesticides)

Biological (all microbes - *Salmonella*, *L. monocytogenes*)

Physical (Glass, plastic, wood)

Quality (mishappen, too dark/too pale, regulatory rules (underweight, BBD label))

SOURCE OF HAZARDS

Premise (eg. Damaged door allowing pest entry)

People (eg. Not wearing hair net properly, hair in product)

Plant (eg. damaged equipment - loose nuts/bolts in product)

Process (eg. oven band - dark bottom on sausage rolls/bread)

Product (eg. cutting ingredient bag - plastic dropped into product)



Contamination

Sources of contamination could come from:

- People
- Premises
- Plant (Equipment)
- Product (Ingredient)
- Process

Type of Contamination

- Physical (e.g, Plastic, hair, metal etc)
- Biological (e.g. Microbiological issue)
- Chemical (e.g. Cleaning residues etc)



Personal Hygiene

GMP requires all workers to maintain the highest levels of personal hygiene. This means that you must:

- **Wear Protective Garments Correctly**
- **Wash your hands thoroughly**
- **Wear clean latex gloves in product contact areas**
- **Not smoke, drink or eat in production and storage areas**
- **Store all personal belongings outside of production and storage areas**
- **Not attend work when you are sick**
- **Sanitise hands before entering and exiting the bakery**
- **Follow all other hygiene practices, as outlined by our organisation**



Personal Hygiene - Notes

Wear clean latex gloves in product contact areas:

- You must wear clean latex gloves in all product contact areas. You should also avoid touching exposed products and any parts of equipment that come into contact with products.



Do NOT smoke, drink or eat in production and storage areas:

- Smoking is not permitted in any area, other than the authorised designated smoking area located outside the facility.
- Food (including chewing gum and lollies) and beverages must not be transported through, stored or consumed in production and storage areas.



Personal Hygiene – More Notes

- **Store all personal belongings in the changeroom in the designated area for casual clothes and uniforms. DO NOT cross-contaminate**

Items include but not limited to:

- Coats;
- Books;
- Handbags;
- Personal medication.

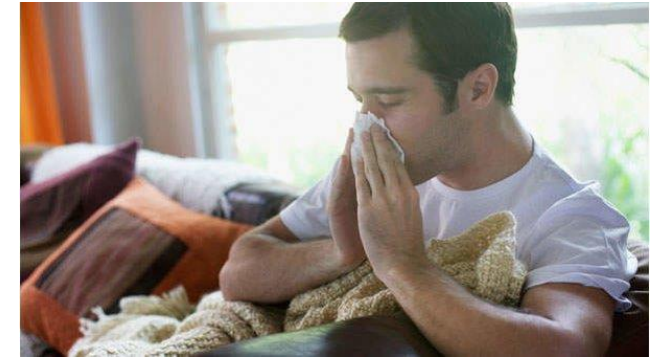


Personal Hygiene – More Notes

- **Not attend work when you are sick:**
- In order to maintain product quality, you should not attend work when you are sick and immediately report any potentially contagious illnesses or skin lesions to your Manager.
- **Follow all other hygiene practices, as outlined by our organisation:**

This includes:

- Minimising the use of jewellery and ensuring that it is securely contained under protective garments;
- Wearing minimal makeup in production and storage areas;
- Not wearing false nails or eyelashes.



**Please
remove all
jewellery
before
commencing
work**

Washing Hands

When handling food, hands **must** be washed

Before:

- Commencing work
- Putting on clean disposable gloves

After:

- Using the toilet
- Smoking a cigarette, cigar or pipe
- Eating and Drinking
- Using a nasal tissue or handkerchief
- Touching your hair, nose, mouth, eyes or ears
- Handling pallets, tools, cleaning equipment etc.



The correct way to wash hands is to use the soap provided and the scrubbing brush when necessary. Thoroughly wash, rinse and dry your hands with paper towel. When there is no hand wash facility, hand Sanitiser is placed at various locations throughout the premise. This is a disinfectant hand rub for use.

Disposable Gloves

Blue disposable gloves must be worn when handling foods products and / or any other specific duties (eg: cleaning).

Why do I have to change my gloves if I move to a different section?

Cross-contamination can occur when a person handles an unbaked product and then handles baked products without changing gloves.

What do I do if I notice my glove is damaged?

Damaged gloves must be replaced as soon as the damage is noticed and if part of a glove is missing the production supervisor must be informed immediately.



Band-Aids

Cuts, wounds and sores must be covered with appropriate dressings. Dressings on the hands of food handlers must be covered with **blue disposable gloves**. Any band aids used must be the ones provided (available in the first aid kit). These are **blue bandaids that contain a metal strip in them**.

If any cuts, wounds, and sores can not be treated with bandaids, please request your doctor to supply with blue coverings bandaid.



Designated Smoking Areas

Smoking is not permitted inside the building.

Smoking is only permitted in the **designated smoking areas**; in front of BM2 nature strip.

Food handlers have to change out of their work clothes (whites) before leaving the building to smoke and put them back on when they return.

Hands must be washed after smoking.



Food and Drink

No food or drink is to be consumed in the factory including sweets and cough lozenges.

There are water fountains located in the factory for drinking.

Hands must be washed after drinking.



Perfume and Cologne

All employees are expected to have high standards of personal hygiene which includes the use of deodorant; however, perfumes and colognes may not be worn to work.



Jewelry

Employees entering the operation areas are not to wear jewellery, including watches.

The only exception is **plain wedding bands** (no stones, etc), which if worn when handling foods, **disposable gloves must be worn.**

NO earrings or nose rings are permitted. Necklaces are **NOT** to be worn under clothing.



Personal Items (inc. mobile phones)

Employees entering the operation areas are **not to carry any personal items**.

This includes mobile phones, money, etc.

Personal mobile phones and portable listening devices such as iPods and MP3 players are not permitted to be used in the factory. Please leave them at home or securely in the car.

.



Taking Photos, Camera Recordings and Videos

Employees are **not** permitted to enter the operations area to take photos, videos or use any type of recording device whatsoever.

This is strictly prohibited.

A failure to comply with this requirement will result in a finding of 'gross and serious misconduct' and result in immediate dismissal.



Site Security

It is a company policy to ensure that the site is well secured ensuring no risk to production through contamination.

This means that **only employed staff/guided visitors are allowed to be inside the premise.**

To achieve this - all employed staff are required to clock on/off whenever they start/finish their task.

Guided visitors are to sign in/out at reception when they come/leave the premises.

24/7 operated cameras are in place ensuring the premises is monitored at all times.

Prior to re-entering the bakery after emergency evacuation, all staff are required to change their clothing into the fresh laundered one.



Foreign Items

GLASS, CERAMICS & HARD BRITTLE PLASTICS (GLASS-LIKE MATERIALS)

- NO glass material is to be used inside the production and packing area
- Light globes in use around the production area are all covered with a shatter-proof cover
- Glass and hard plastic audits are conducted on a monthly basis to check condition



Inspections

We regularly conduct site inspections to:

- Ensure that our organisation and workers are meeting the GMP principles;
- Maintain the effectiveness of our quality assurance system.

During an inspection, you are expected to continue your work as usual and, where required, answer any questions from inspectors.



First Aid



If you are injured, it is vital that you seek first aid treatment.

KIT LOCATIONS

First Aid Kits are available in different work areas – production office, QA office, administration, maintenance and workshop.

FIRST AID OFFICERS

First Aid Officers are available throughout the factory. Speak to your supervisor after an injury for first aid treatment.

If an injury is serious, you should seek further expert medical assistance as soon as possible. For all medical emergencies, call **000**.

All injuries and incidents (no matter how minor you think they might be) **MUST** be reported to your Supervisor who will complete a confidential incident/injury report form.



Evacuation Procedure

Not all incidents result in an evacuation. An incident such as a fire in an oven may be contained at the site and will not put anyone at risk. Everyone does however need to be aware if a situation is taking place onsite.

The following procedure will be implemented in the event of an incident that may result in an evacuation.

The evacuation alarm will sound to alert everyone to the fact that a situation has developed in one section of the building.

All personnel in the building must evacuate via the nearest exit, or via an alternative exit if directed by the fire warden.



Evacuation Procedure (Cont)

STAY CALM AND WALK QUICKLY.

All personnel must assemble; in their designated work groups, at assembly point one at the front of the building (near the exit), unless directed to another assembly point by the fire warden.

Answer your name loudly and clearly when called.

Do not leave the assembly area until instructed to do so.

Whenever your fire warden directs you to leave the building at any time you should follow the instruction immediately. Supervisors and key operators have specific duties and will ensure all personnel are accounted for.

On no account should you delay evacuation to get items out of lockers, or for any other reason.



Module In Review



Thank you for taking the time to read through the Davies Induction. Our organisation follows the GMP guidelines to ensure that the goods produced here are safe and will perform effectively when they reach the consumer.

You are also expected to contribute to this process by:

- Following our written procedures;
- Being alert to possible problems or deviations that could impact product quality.



Constant awareness and timely action by all workers helps to ensure that consumers can use our products with the confidence that they are both safe and effective.

To confirm your understanding of the topics covered in this module, you will now need to complete a short assessment.

Assessment



Once you start the assessment you will not be able to return to the module without having to restart the assessment from the beginning. Therefore, if you would like to review any of the topics covered you should use the menu button to navigate to that particular topic.

Before choosing your answer, read all the possible options and then make your choice.

Remember, there may be more than one correct response – read the instructions carefully before you proceed.

The assessment contains 10 randomly selected questions. If you answer a question incorrectly – don't worry – you will get another opportunity to get it right.

To pass the assessment you will need to achieve a mark of 100%.