

SOCIAL RESPONSIBILITY & PEOPLE

Employee Training & Development Commitment

Commitment | HR-POL-011 | Version 1.0

Document number	HR-POL-011
Version	1.0
Document owner	Rhiannon Frankas, Director
Approver	Daniel Frankas, Managing Director
Issue date	19 July 2026
Effective date	On management approval
Review date	19 July 2028 or earlier following material change
Status	For approval and website publication

MISCO treats competency as demonstrated ability, not attendance alone. Training will be proportionate to risk, role and business need and will support safe work, product quality and continuity of capability.

1. Purpose

Ensure workers are competent for assigned duties and have fair opportunities to maintain and develop relevant capability.

2. Scope

Induction, safety, quality, systems, equipment, licences, supervision, cross-training, refresher training and development planning.

3. Policy statement and commitment

MISCO treats competency as demonstrated ability, not attendance alone. Training will be proportionate to risk, role and business need and will support safe work, product quality and continuity of capability.

4. Mandatory requirements

- Identify required knowledge, licences, experience, supervision and verification for each role or task.
- Do not authorise workers for high-risk plant or specialised work until competence and any legal prerequisites are verified.
- Provide induction covering safety, emergencies, conduct, quality, reporting and site rules.
- Use instruction, observation, practical demonstration, supervised practice and assessment suited to the task.
- Maintain current training, licence and authorisation records and monitor expiry dates.

- Provide refresher or corrective training after changes, incidents, extended absence, observed gaps or new requirements.
- Consider development opportunities fairly, balancing employee goals, role needs, performance and available resources.

5. Implementation and operational controls

- Maintain a training matrix and individual records.
- Assign competent trainers or external providers.
- Verify on-the-job competency against defined criteria.
- Review training effectiveness through observation, quality and safety performance.

6. Roles and responsibilities

Role	Responsibility
Directors	Approve the document, provide resources, set the expected standard and review material breaches or exceptions.
Managers and supervisors	Apply the requirements in daily work, communicate expectations, retain required records and escalate concerns.
Employees and contractors	Follow the document, complete required training, protect MISCO interests and promptly report suspected breaches.
Suppliers and business partners	Meet applicable contractual, ethical, safety, quality, security and legal requirements when acting for or supplying MISCO.

7. Reporting, complaints and escalation

Workers must tell their supervisor when they are unsure, untrained, no longer competent or not legally authorised for a task. Asking for instruction will not be treated as misconduct.

MISCO will assess concerns proportionately, preserve confidentiality as far as lawful and practicable, prevent retaliation, and refer matters to regulators, emergency services, insurers, professional advisers or law enforcement where required.

8. Monitoring and assurance

- The Document Owner will monitor relevant complaints, incidents, nonconformities, legal or standards changes, website accuracy and overdue actions.
- Material findings will be considered through management review, internal review or corrective action as appropriate.
- Public claims and linked downloads will be checked when evidence, certification, licensing, supplier, product, website technology or business practice changes.

9. Records and retention

Approvals, declarations, registers, reports, investigations, training, complaints, correspondence and other records created under this document must be accurate, protected, accessible to authorised personnel and retained under IT-POL-003 and applicable legal, contractual and evidentiary requirements.

10. Related MISCO documents

- WHS-POL-001 Work Health and Safety Policy
- QA-POL-001 Quality Policy
- HR-POL-009 Diversity, Equity and Inclusion Policy

11. External references

- [Occupational Health and Safety Act 2004 \(Vic\) and Occupational Health and Safety Regulations 2017 \(Vic\)](#)
- [Fair Work Act 2009 \(Cth\) and Fair Work Ombudsman workplace rights guidance](#)
- [International Organization for Standardization - management system standards and certification information](#)

References were verified from primary or authoritative sources on 19 July 2026. Standards are identified but not reproduced; current licensed editions and legal advice should be consulted where exact requirements determine a decision.

12. Approval and review

Role	Name	Approval / signature	Date
Document owner	Rhiannon Frankas		
Approver	Daniel Frankas		

Review due 19 July 2028, or earlier following material legislative, regulatory, standards, certification, system, operational or organisational change.

Revision history

Version	Date	Change
1.0	19 July 2026	Initial controlled issue prepared for management approval and website publication.