



CLEANING
ACCOUNTABILITY
FRAMEWORK

CAF GUIDELINES

INDUCTION PROCESSES

CAF guidelines for induction processes

The Cleaning Accountability Framework exists to promote the rights of cleaners and to drive responsible business practices in the cleaning industry. Unpaid inductions are one of the areas of potential underpayment in the cleaning industry that frequently arise through CAF audits, with many employers inducting prospective employees as part of the recruitment phase, and not providing payment for time spent. The CAF guidelines for induction processes provide clarity on the distinction between recruitment and induction as accepted within CAF and are designed to promote compliance with minimum legal standards.

The table below outlines which parts of the recruitment and induction process should occur in unpaid or paid time. It has been drafted based on information collected from CAF Advisory Group members in addition to guidance from the Fair Work Ombudsman, AI Group, and the United Workers Union.

The 3 Star Standard already provides for cleaners' inductions and training to occur in paid time. The CAF Building Certification scheme and Prequalification scheme will use the information in this table to assess compliance with the CAF 3 Star Standard.

A. Pre-employment check → unpaid The tasks in Column A can be performed as part of the recruitment phase. If any of the tasks in Column A are undertaken contemporaneously to induction activities (see column B), then time spent completing Column A tasks should be paid.	B. Induction → paid The corporate/general induction may occur at the cleaning contractor's corporate office or at the building where the cleaner will be employed to work. The on-site induction is specific to the building where the cleaner will be employed to work and should occur there. Any task or equivalent listed in Column B must occur in paid time.
Cleaner fills out forms related to applying for the job, including: <ul style="list-style-type: none"> ● Application form ● Suitability for employment ● AFP form 	1. Corporate/General induction Employer provides and/or explains: <ul style="list-style-type: none"> ● Copies of relevant business policies or procedures e.g. codes of conduct and WHS policies or procedures



- Right to work (request copy of passport and visa and VEVO check)

Cleaner fills out forms relating to commencing employment at the company, including:

- A returned, signed copy of the letter of engagement (or employment contract)
- Bank details
- TFN declaration
- Superannuation form
- Uniform form
- Emergency contact details
- Copy of any licences/certificates required
- FWIS receipt

Optional: Cleaner completes a theoretical or practical test as part of the recruitment process. Time spent assessing suitability to work through this test should not exceed 1 hour.

- The history of the business and its role;
- Who the employee reports to;
- The employee's duties and what training will be provided
- Performance expectations and when and how performance will be reviewed
- Cleaning practices
- Environmental awareness
- Security
- Ethics and conduct
- Hours of work and the procedure for recording hours of work including breaks
- The applicable award or enterprise agreement and where to find a copy
- Award or EBA conditions
- The payment method, first pay date, timesheet explanation, and how payslips are distributed
- Roles and responsibilities
- CAF Info Sheets
- Any workplace policies and procedures including:
 - uniform or dress code (if any)
 - personal presentation
 - procedure if the employee is sick or running late
 - procedure for applying for leave
 - rules regarding personal calls, visitors and/or use of social media at work
 - grievance mechanisms
 - any bullying, harassment and anti-discrimination policies.

Cleaner completes:

- A workplace health and safety induction



2. On-site induction

Employer provides and/or explains:

- Introduction to the site, facilities
- Introduction to supervisors, managers and other team members
- Operations folder
- Duty/work schedules
- Safe Work Method Statements
- Safety Data Sheets
- Use of PPE
- Site emergency and evacuation
- Incident Report Forms and Reporting
- Who to contact in an emergency
- Workplace consultation procedures
- Sharps procedure
- Manual handling
- Chemical handling
- First aid arrangements
- Building security
- Rehabilitation program

Note on online induction

If any part of the induction occurs as an online activity, this should be completed during paid time, as with any other online training activity.

Additional resources

The following Fair Work Ombudsman resources may provide further guidance to cleaning companies:

⇒ [Unpaid Work](#)



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⇒ [Unpaid Trials](#)

⇒ Induction [Checklist](#)