



INDUCTION QUIZ – MODULE 1 (ABOUT US)

STEP 1: VIEW THE PRESENTATION

https://csu.edu.au/_data/assets/powerpoint_doc/0009/3167379/1.-About-Us.ppsx

STEP 2: ANSWER THESE QUESTIONS BELOW

Name:

Date:

Signature:

1. **CSCS provides cleaning services, laundry services, maintenance services and a courier services; is this true or false?**
 - a) True
 - b) False

2. **What is Charles Sturt Campus Services' vision?**
 - a) Our vision is to be recognised as a premium quality cleaning contractor.
 - b) Our vision is to be recognised for the provision of premium services to the University.
 - c) Our vision is to provide great cleaning services to the University.

3. **CSCS operates from what regional locations in NSW and ACT?**
 - a) Orange, Woy Woy, Dubbo Grove, Bathurst, Port Macquarie, Alison and Canberra
 - b) Wagga Wagga, Orangeville, Dundee, Bathurst, Port Melbourne, Albury and Caldwell
 - c) Wagga Wagga, Orange, Dubbo, Bathurst, Port Macquarie, Albury and Canberra

4. **Is this following statement True or False?**
 1. Our Culture statement is to; " Work to the best of our ability and to the highest standard. Understand company values, take pride in the role and participate in continuous improvement through training, communication and learning opportunities. Ensure the image of the company is represented in a professional and positive manner through appropriate dress, conduct and attitude. Display trust, confidence and belief in ourselves and colleagues "
 - a) True b) False

5. **When it comes to our Work, Health, Safety, Wellbeing and Environment Statement is the following True or False?**

"To the best of our ability not to maintain a level of physical and mental wellbeing to safely and effectively fulfil our duties. Not to practice and encourage awareness, compliance and best practice in the workplace."

 - a) True b) False



6. Name members of our team that are your friendly CSCS leadership team?

- a) Southern/ Northern Area Managers
- b) Senior Supervisors
- c) Supervisors/ Team Leaders
- d) All of the above

7. The following is our Mission Statement; true or false?

" Our Mission is to foster a highly skilled and committed team, dedicated to providing effective service solutions to the University"

- a) True
- b) False

8. Is this the correct Motto for CSCS?

"Each person entering their space, whether it be for work, study, rest or play; at the very most we want them to recognise our contribution to their environment, and at the very least carry on oblivious to what we really do."

- a) True
- b) False

9. Who do I contact if I'm unsure or need further help?

- a) Your friendly neighbour
- b) Your friendly CSCS Leadership Team
- c) Your Bank manager

10. How many Modules are in the CSCS Induction series?

- a) 2
- b) 7
- c) 6
- d) 1

Office Use:

Score (Module 1):	
Supervisor Name:	Signature:



INDUCTION QUIZ – MODULE 2 (EMPLOYMENT CONDITIONS)

STEP 1: VIEW THE PRESENTATION

https://csu.edu.au/__data/assets/powerpoint_doc/0007/3170527/2.Employment-Conditions-Bath.pptx

STEP 2: ANSWER THESE QUESTIONS BELOW

Name:

Date completing questions:

Signature:

1. What is the EA for CSCS called?

- a) The Agreement
- b) Charles Sturt Campus Services Limited Enterprise Agreement 2019
- c) None of the above

2. What is a Position Description?

- a) A piece of paper with information that is unsupported by CSCS
- b) It is a condensed version of a lab report.
- c) It is a written statement explaining the complete safety standards at work.
- d) It is a written statement explaining the requirements of your job.

3. Is the following statement True or False?

"An Enterprise Agreement is a formal agreement on pay and conditions established jointly by employers and employees in an individual workplace, approved by the Fair work Commission of Australia"

- a) True
- b) False

4. The EA can include information such as:

- a) Hours of work
- b) Penalty rates and overtime
- c) Leave arrangements and other provisions
- d) All of the above

5. It is important to know the conditions of your employment as it highlights your rights, obligations and entitlements and is a basis of the relationship between the employer and employee?

- a) Yes
- b) No



6. Why is it extremely important to take time to read your Position Description?

- a) As it enables you to understand your duties
- b) As it explains what is expected of you when performing these duties
- c) All of the above

7. Is this statement True or False?

"It is essential to have your name, CSCS ID number, dates worked, starting and finishing times and total hours worked completed for each claim form, as well as signed and dated".

- a) True
- b) False

8. CSCS employees are paid by Electronic Funds Transfer (EFT) in what time period?

- a) Monthly
- b) Weekly
- c) Fortnightly
- d) None of these

9. How many annual leave days are CSCS permanent full-time employees entitled to?

- a) 30 days per year
- b) 5 days per year
- c) 15 days per year
- d) 20 days per year

10. CSCS can ask me for evidence to explain my absence from work at any time (even after 1 day).

- a) True
- b) False

Office Use:

Score (Module 2):	
Supervisor Name:	Signature:



INDUCTION QUIZ – MODULE 3 (CULTURE & BEHAVIOUR)

STEP 1: VIEW THE PRESENTATION

https://csu.edu.au/__data/assets/powerpoint_doc/0003/3170532/3.-Culture-and-behaviour-4-Bath.ppsx

STEP 2: ANSWER THESE QUESTIONS BELOW

Name:

Date completing questions:

Signature:

1. CSCS strive collectively to do (what)?

- a) Strive to create a positive, helpful and inclusive work environment. Endeavour to keep people and their belongings safe.
- b) Value people and relationships: Feel bullying, harassment and discrimination have no place within the workplace.
- c) Believe everyone should be treated equally and have the same opportunities.
- d) All of the above

2. On occasions I can wear thongs or sandals to work?

- a) True
- b) False

3. The company's Drug and Alcohol Policy states that:

- a) Employees must be aware of the side effects of prescription drugs.
- b) Employees cannot consume drugs and alcohol whilst at work.
- c) That during working hours and at all times whilst on work premises employees must be free from the influence of drugs or alcohol.
- d) All of the above

4. Communication can be conveyed via what type of mediums?

- a) CSCS "Sparkle" newsletter
- b) The CSCS website
- c) Noticeboards and email correspondence
- d) All of the above

5. This Statement True or False?

"Serious breaches of code could lead to disciplinary action and/or termination of employment."

- a) True
- b) False



6. If you feel intimidated, bullied or harassed; what is the first step you should take?
- a) Punch the person in the face, as this will make you feel better
 - b) Run away and hide
 - c) Don't talk to anyone and keep it to yourself
 - d) Ask the person to stop. Make it clear to the other person you are uncomfortable with the situation
7. When and where are CSCS employees permitted to smoke during work hours?
- a) At any time as long as the employee is 4 metres away from building entrances
 - b) Whenever and wherever you like
 - c) In allocated break times and in campus designated smoking areas
8. Employee performance and misconduct may be subject to what possible disciplinary actions?
- a) Verbal warnings
 - b) Written warnings
 - c) Dismissal
 - d) All of the above
9. Occupational Coaching is what?
- a) The opportunity to discuss how individuals, teams and the company is progressing
 - b) The opportunity for individuals to ask questions
 - c) The opportunity for individuals to find out what training is available to further their skills
 - d) All of the above

Office Use:

Score (Module 3):	
Supervisor Name:	Signature:



INDUCTION QUIZ – MODULE 4 (ON THE JOB)

STEP 1: VIEW THE PRESENTATION

https://csu.edu.au/__data/assets/powerpoint_doc/0019/3170521/4.-On-the-Job-IT-and-security-Bath.ppsx

STEP 2: ANSWER THESE QUESTIONS BELOW

Name:

Date completing questions:

Signature:

1. Why is the Colour Coding of Equipment so important at CSCS?

- a) To make all the equipment stand out and look beautiful.
- b) To make all the equipment look the same.
- c) To assist in minimising the cross contamination of bacteria and infections.

2. The Web Kiosk is where you find information such as?

- a) Payslip information and banking details.
- b) Leave requests
- c) Annual leave balances
- d) All of the above

3. Is the following statement True or False?

"It is every employee's responsibility to maintain all equipment and property that they use."

- a) True
- b) False

4. The Service Level Agreement (SLA) exists between the Company (CSCS) and its clients?

- a) True
- b) False

5. I can safely reveal my password to whom?

- a) My supervisor
- b) My co-workers
- c) My Bank Manager
- d) No one at all (keep private)



6. Where can I find the Enterprise Agreement (EA)?

- a) The Web Kiosk
- b) The ELMO systems
- c) The CSCS Website

7. Is this the correct website address for CSCS? <https://csu.edu.nz/enterprise/cscs/house>

- a) True
- b) False

8. Who do I contact if I'm unsure or need further help?

- a) Your friendly neighbour
- b) Your friendly Leadership Team
- c) Your bank manager

9. When using the Colour Coding Cleaning System at CSCS, what colour is generally used when cleaning kitchen areas?

- a) Red
- b) Green
- c) Dark Blue

Office Use:

Score (Module 4):	
Supervisor Name:	Signature:

INDUCTION QUIZ – MODULE 5 (WHS & SAFE WORK PRACTICES)

STEP 1: VIEW THE PRESENTATION

https://csu.edu.au/__data/assets/powerpoint_doc/0006/3170787/5.-WHS-250220-.ppsx

STEP 2: ANSWER THESE QUESTIONS BELOW

Name:

Date completing questions:

Signature:

1. **If I'm injured or experience a Near Miss at work, what should I do?**
 - a) Continue working, don't report it and not complete an Injury Report Form.
 - b) Continue working and tell your fellow co-worker and don't complete an Injury Report Form.
 - c) Seek medical attention, notify your Supervisor (as soon as possible) and complete an Injury Report Form.

2. **If you see a Hazard what should you do?**
 - a) Leave it for someone else to find
 - b) Attend to the hazard yourself
 - c) Report it to your Supervisor

3. **Is the following statement True or False?**

CSCS want to ensure the **safety of all individuals who enter our workplace** by providing a work environment free from hazards, and to ensure the health and safety of themselves, all the workers and other people visiting the workplace. **This is everybody's responsibility.**

 - a) True b) False

4. **Some examples of hazards in the workplace are:**
 - a) Worn and loose carpets, tiles
 - b) Slippery or uneven floors and pathways
 - c) Exposed electrical wires and broken glass
 - d) Syringes/ Needles
 - e) All of the above

5. **Who is responsible for identifying Hazards?**
 - a) The employees
 - b) The employer
 - c) All of the above

6. **What does PPE stand for?**
 - a) Perfectly Poached Eggs
 - b) Precise Property Exchange
 - c) Personal Protective Equipment
 - d) Plastic Protective Equipment



7. **How do I reduce the risk of slipping on wet floors at work?**
- a) Taking your time and paying attention to where you are going
 - b) Adjusting your stride to a pace that is suitable for the walking surface and the tasks you are doing
 - c) All of the above
8. **Is there an emergency evacuation diagram in every building?**
- a) Yes b) No
9. **When climbing a ladder: What does the term “using three points” mean?**
- a) Having 3 points of contact on the ladder at all times
 - b) No points of contact on the ladder
10. **What should all employees wear while handling chemical substances?**
- a) Gloves
 - b) Appropriate eye protection
 - c) All of the above
11. **Are we able to mix 2 chemicals together?**
- a) Yes b) No
12. My vacuum cleaner has a frayed electrical cord, I have one (1) more room to finish vacuuming first: **do I report it straight away to my supervisor or continue on and report it to them sometime in the future?**
- a) Continue on and report it to them sometime in the future
 - b) Report it straight away to my supervisor
13. **What is the speed limit within campus zones?**
- a) 50 km per hour
 - b) 60 km per hour
 - c) 40 km per hour
14. **Is the following statement True or False?**
“Always think ahead before moving any sort of load whether it’s big or small. Ensure the route is clear. Plan where you are going and use mechanical aids where possible”
- a) True b) False
15. **Is the following statement True or False?**
“As a team of workers we can help reduce slips, trips and falls in our workplace by identifying hazards. This can be done by consulting with fellow workers and supervisors, inspecting the workplace and reviewing previous incident and injury reports”
- a) True b) False

Office Use:

Score (Module 5):	
Supervisor Name:	Signature:

INDUCTION QUIZ – MODULE 6 (EMERGENCY RESPONSE AND PREPAREDNESS)

STEP 1: VIEW THE PRESENTATION

https://www.csu.edu.au/_data/assets/powerpoint_doc/0006/3886683/Induction-M5-Emergency.ppsx

STEP 2: ANSWER THESE QUESTIONS BELOW

Name:

Date completing questions:

Signature:

1) What is an emergency?

- A) A serious, unexpected, and often dangerous situation requiring immediate action.
- B) A situation that happens to someone else that you don't have to worry about
- C) When an aeroplane flies overhead
- D) Leaving your lunch at home.

2) What is considered to be an emergency?

- A) Fire , bomb threat , explosion , chemical leak
- B) Structural collapse , medical emergency , motor vehicle accident
- C) Storms/high winds/floods , bushfires , personal threat , gas leak
- D) All of the above

3) What is the best way to prepare for an emergency?

- A) You can't prepare for an emergency
- B) It doesn't matter – it will never happen to you
- C) Ask your next door neighbour
- D) Understand the different types of emergencies and how to respond, understand the evacuation plan and know the key contacts.

4) What is one of the first things that you do in an emergency?

- A) Call 000 and then at the first opportunity, call your supervisor or Campus Security on 1800 931 633.
- B) Panic
- C) Go and find your supervisor to let them know.
- D) Do nothing – someone else will look after it.

5) You are the first to see an electrical fire. What do you do after you've called 000 and Campus Security?

- A) Grab the closest fire extinguisher (doesn't matter which one) and start trying to put out the fire?

- B) If it is safe to do so, locate the nearest Fire Extinguisher and read the label to determine if it is suitable for an electrical fire. If it is, Pull the pin, Aim the extinguisher at the base of the fire, Squeeze the handle and Sweep the extinguisher from side to side.
- C) Nothing – Emergency Services and Campus security will handle it.
- D) Close all the doors to the building.
- 6) **You see someone laying on the floor and they're not moving. What is the VERY FIRST thing that you do?**
- A) Run to them and shake them to see if you can get a response?
- B) Go to the locate the nearest defibrillator.
- C) Put on your gloves and relevant PPE.
- D) Check for Danger to yourself, others and the patient.
- 7) **What is shown on an emergency evacuation plan?**
- A) Exit doors
- B) Fire extinguishers and First Aid Kits
- C) Security Phone
- D) All of the above.
- 8) **Who are the key contacts at Charles Sturt Campus Services to contact in case of emergency?**
- A) Emergency Services and Campus Security
- B) Fire Wardens and Building/Floor Wardens
- C) Supervisors and First Aid Officers
- D) Any or all of the above
- 9) **What is the name of CSU's emergency mass messaging communication and Campus security access platform?**
- A) Works for U @ CSU
- B) Cheers Café @ CSU
- C) Safe U @ CSU
- D) None of these
- 10) **Where can I find more information on Emergency Procedures?**
- A) CSU Safety Website
- B) CSCS Website (Emergency Response and Prepare)
- C) Your Supervisor
- D) All of the above

Office Use:

Score (Module 6):	
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Supervisor Name:	Signature:
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