

Staff Training & Professional Development Policy

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Directorate	Corporate Services	Responsible Officer:	Team Leader Organisational Development
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1. Purpose

Why is this policy needed?

The City of Greater Dandenong (Council) is committed to developing and growing the capacity of staff within the organisation. This supports both the engagement of staff and facilitates Council achieving its strategic objectives of meeting community needs and obligations under State and Federal legislation.

What will this policy do?

This Policy will enable Council to meet its objectives and legal requirements through building and maintaining an engaged workforce where all employees have the necessary skills, knowledge and experience to successfully carry out the responsibilities of their role.

It outlines the principles by which Council will provide access to training and professional development, the responsibilities of staff involved as well as the processes to follow when accessing training or development opportunities.

What are Council's key principles of Training and Professional Development?

Council's key principles of Training and Professional Development are:

- Investment in training and development benefits both Council and individuals
- New staff and other relevant individuals engaged to perform work on behalf of Council will be required to participate in a variety of corporate and local induction programs. Staff returning after a lengthy absence may be required to participate in re-induction activities upon their return to the workplace.
- Supporting and facilitating training and development opportunities leads to improved engagement, reduces staff turnover and, in turn, reduces costs associated with the loss of skilled and productive staff.
- Career development and growth of individuals is encouraged by Council and will be supported as far as is reasonably practicable.
- A diverse range of appropriate training and development opportunities is required to meet the training and development needs of a diverse organisation and community.

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- Council will consider all requests for reasonable workplace adjustments to ensure employees of all abilities have access to, and are able to participate in, training and development activities.
- Employees are encouraged to identify and discuss knowledge and skills gaps with their supervisor and to actively participate in the development of their own knowledge and skills.

2. Scope

To whom does this Policy apply?

This policy applies to all permanent and temporary full time and part time employees, as well as casual employees and volunteers (where appropriate) of Council.

Council employees are required to participate in training and development activities which Council deems as essential for effective role performance or which are required by law. This includes induction, occupational health, safety and compliance related training or other training which has been identified as integral to their current role or potential future role with Council.

Participation in other non-mandatory training and development activities will be as negotiated and agreed between the employee and their supervisor.

Where appropriate opportunities will also be extended to casual employees.

The policy will also apply to agency staff and volunteers where training or development is required to ensure compliance with mandatory Council standards or legislative requirements.

3. Human Rights and Responsibilities Charter – Compatibility Statement

All matters relevant to the Victorian Human Rights Charter have been considered in the preparation of this Policy and are consistent with the standards set by the Charter. Particular areas in the Policy that relate to the Victorian Charter of Human Rights and Responsibilities are listed below:

Victorian Legislation, Principles and other reference sources (as amended or replaced from time to time)

- Charter of Human Rights and Responsibilities Act 2006
- Occupational Health and Safety Act 2004
- Disability Discrimination Act 1992
- Fair Work Act 2009
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

4. Definitions

Accreditations	Accreditations include certificates, qualifications, licences, registrations and such which must be held in order to perform the requirements of the position. Supervisors are to sight an original version of the Accreditation and a signed copy is to be placed on the employee's Personnel file on Objective. Renewal and expiry details are to be recorded in Council's Learning Management System, PULSE Learning. <u>Employees will be provided with sufficient notice prior to the expiry of any accreditations.</u>
Corporate Training	Refers to training and development opportunities that are advertised and made available across Council and which are included in Council's Corporate Training Calendar through PULSE Learning. Programs are offered which relate to most, if not all roles across Council and include corporate compliance training and computer skills. The cost associated with these initiatives is met from the corporate training budget and are not charged back to individual departments.
Corporate Training Calendar / Plan	List of training and professional development programs and opportunities available to all staff subject to operational requirements. Costs associated with this are charged to the Organisational Development budget. The Corporate Training Calendar can be found in PULSE Learning. Process for staff with no PULSE access. Refer to page 6
Position or Department Specific Training	Training which is specific to the employee's role at Council and may include specialist skills, attendance at conferences or workshops, team building activities and job specific accreditations. This includes both external training and internal training organised and funded by the department. Individual departments are responsible for allocating and funding these training and development activities.
PULSE	PULSE is Council's electronic database which is used to record and administer staff training and development activities, accreditations and Performance and Development Plans (PDP's). - The PULSE Learning module is used to administer, record and report on staff training requests, approvals, training history, accreditations and eLearning. All Council employees, as well as agency staff, are registered as users in PULSE Learning. - The PULSE Performance module is used across Council to record and report on staff PDP activities and plans, including future training and development needs and actions.

5. Typical Training and Development activities

5.1 Mandatory training

Training which has been identified as critical for role performance or for working at Council. This includes legislative requirements. Training may be delivered online or face-to-face.

5.2 Induction

Induction is the process of introducing a new staff member to Council and their new job. All new Council employees must participate in Council's corporate induction program which includes a mixture of attending face-to-face training as well as completing a number of eLearning compliance modules.

Re-induction is the process of re-familiarising an existing staff member to the workplace when they have been absent from work for an extended period of time.

Staff engaged through an employment agency are required to complete relevant eLearning compliance modules using PULSE Learning.

5.3 Continuing Professional Development (CPD)

CPD are training and development activities that enable professionals to maintain, improve and broaden their knowledge and skills associated with their chosen profession. Participation in a minimum number of hours of CPD may be mandated in order to continue to be accredited or registered in their profession.

5.4 Individual capability development

This is any development activity that supports an employee to develop their capability for their current or potential future role within Council. It does not necessarily involve formal training or education. A list of suggestions for development activities is available on Webstar.

5.5 Leadership development

This includes any training and development activity that will lead to the increased capability of Council's current or aspiring leaders. Organisational Development coordinates and funds a number of corporate leadership development activities throughout the year. Managers are encouraged to further support the growth of their leaders by identifying leadership competencies and training needs through the annual PDP process.

5.6 Tertiary study

An approved course of study including degree, diploma, post-graduate, certificate or other course authorised by the manager. The costs of study approved under the terms of the Study Assistance Policy is met from the approving manager's departmental budget.

Refer to Council's Study Assistance Policy for details.

6. Who is responsible for what?

Identifying and selecting training and development opportunities:

Employees are encouraged to identify development opportunities and to actively engage in training opportunities available. This may include skill or knowledge gaps in their current role and consider opportunities which would assist their professional and personal development. Employees are also expected to be active participants in any needs identification activities where they are involved.

Employees are responsible for discussing their desired corporate training, position/department specific and formal education opportunities with their Manager/Coordinator/Team Leader and to follow up on agreed training and development activities identified during the Performance and Development Planning (PDP) process.

Supporting and engaging staff in corporate training and professional development opportunities:

Managers/Coordinators/Team Leaders are encouraged to facilitate their employees identifying potential training and development opportunities and consult with the employee about the most suitable option.

When discussing their employees' development plans, consideration will be given to any skill and knowledge gaps, and career and professional development desires.

Managers/Coordinators/Team Leaders will balance requests for training and development with operational requirements, fairness and equity in the team, individual capacity and circumstances, and long-term benefits to Council and the employee when considering which training and development opportunity are most suitable.

In recognising staff may have different methods of learning, Managers/Coordinators/Team Leaders may also consider requests for alternative learning and development options, taking time to understand the job, the employee's personal career aspirations and their preferred learning methods. This includes the option of accessing developmental opportunities through the Study Assistance Policy. The costs of study approved under the terms of the Study Assistance Policy is met from the approving Manager's departmental budget.

Post attendance follow up

Managers/Coordinators/Team Leaders are encouraged to follow up with employees upon return or completion of training and development activities to ascertain opportunities for imbedding the learning into the employee's work environment and consider how knowledge could be transferred within the team. This may be in the form of:

- Discussion at a team meeting about key learnings
- Formal presentation to the team or another group
- Selection of a project aimed at improving services or processes
- Written summary on key learnings

7. Application processes

How do I apply for:

Corporate Induction

Organisational Development schedules the Corporate Induction Program and informs staff when they are required to attend. Staff returning from a long-term absence may also attend one or more Induction Program sessions following consultation with their Manager, Coordinator, or Team Leader and Organisational Development. Bookings can be made using PULSE Learning.

Managers will be responsible for arranging and ensuring participation in local inductions.

Corporate Training

Applications to attend “corporate training” need to be submitted using PULSE Learning and approved by the Manager/Coordinator, or Team Leader, preferably no less than 10 working days prior to the course commencement date. Where staff do not have access to PULSE Learning their supervisor will email Organisational Development to book the training to be completed.

Position / Department specific training (internal or external)

Other position/department specific training or formal education activities will be negotiated and arranged between the employee and the Manager, Coordinator, or Team Leader and then booked directly with the training provider, within 1 month of agreement being reached. Approved applications are to be submitted via the online Objective External Training form. A link to this online form can be found in PULSE Learning.

Tertiary Study (Study Assistance)

Refer to Council’s Study Assistance Policy.

Appeals Process

If an employee’s request for training or professional development is declined and they still wish to undertake that training or professional development, they should first discuss their concerns with their manager, explaining how the training sought is relevant, the personal and organisational benefits and how the workload could be covered during their absence.

Where staff are still not satisfied with the decision following that discussion, they may seek to resolve the matter in accordance with the Staff Grievance Resolution Policy.

7. Related Documents

What policies and procedures, training programs and other information support this Policy

- PULSE Learning Training Calendar
- Study Assistance Policy
- Webstar – HR Connection - Performance Development & Planning (PDP)
- Appropriate Workplace Behaviours Policy
- Staff Grievance Resolution Policy
- Enterprise Bargaining Agreement applicable at the time
- Workplace Adjustments Guidelines