

Learning and Development Courses and Programs 2024

(NOTE: list excludes technical training provided by departments: e.g., Working at Heights)



Mandatory Training

All mandatory training modules are required to be completed every 2 years for employees of council except for Fire Evacuation Training which is annual and cyber security awareness which is monthly.

Module name	Reporting requirements/legislation	Request from Subject Matter Expert
Workplace Health and Safety Induction	Work Health and Safety Act 2011, Qld.	People & Culture - Workplace Safety and Wellbeing
Annual Fire Evacuation Training	Building Fire Safety Regulation 2008 and Australian Standard 3745 – Planning for Emergencies in facilities	Safe City and Asset Protection
Code of Conduct	Public Sector Ethics Act 1994 As per the Code of Conduct – 10. Training. Education and training about public sector ethics will be offered at induction and as frequently as the CEO determines.	Legal and Governance – Corporate Governance
Records Management*	Public Records Act 2002 (Qld)	Legal and Governance – Corporate Governance
Human Rights Training	Human Rights Act 2019	Legal and Governance – Corporate Governance
Workplace Security Awareness*	Developed by Safe City prior to council moving to 1 Nicholas St. Key messages still apply.	Safe City and Asset Protection
Risk Management Awareness*	Financial Accountability Act 2009 (Qld) External link Part 4, Section 61 (b) Work Health and Safety Act 2011 (Qld) External link Part 2, Division 1, Section 17 Financial and Performance Management Standard 2019 (Qld) External link Division 4, Section 23	Legal and Governance – Corporate Governance

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Fraud and Corruption Awareness	Public Sector Ethics Act 1994 (Qld), Code of Conduct for the Queensland Public Service and the department's Standard of Practice	Legal and Governance – Corporate Governance
Drug and Alcohol Awareness	Provide training to support the Drug and Alcohol Management procedure. States council provides awareness and training for workers. Framework for Alcohol and Drug Management in the Workplace, Dept. of Justice and Attorney-General - Qld	People & Culture - Workplace Safety and Wellbeing
Right to Information and Privacy Awareness	Right to Information Privacy Act 2009 (Qld) – PDF Achieving effecting privacy and Information security.	Legal and Governance – Corporate Governance
Working with Children (BlueCard Awareness)	Working with Children (Risk Management and Screening) Act 2000	People & Culture
Cultural Awareness/Capability Training (SBS First Nations Modules)	Ipswich City Council Indigenous Accord 2020 – 2025. Action 2.4.1.	Corporate Services as owner of relevant Accord Outcome 2.4
Monthly - Cyber Security Awareness Training	Deloitte Audit from 2020 ARMC critical risk item, mandatory for all employees	Information, Communication and Technology

In addition, Learning and Development coordinate the short monthly Cyber Security Awareness training required by the Information, Communication and Technology Branch. Completion of these modules are currently reported separately to the above suite of compliance modules.

** Modules required to be completed by employees who have access to technology and council systems.*

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Learning and Development Programs –other

Course Name	Delivery method	Audience
Authorised Persons	Online – external	Local laws officers, animal management officers and environmental health officers – permission and reasons to enter
Code of Conduct Workshops	Workshops	By request of People & Culture with the relevant department
Customer Service – Civic Centre	Workshop	Civic Centre front-of-house employees
Conflict Resolution	Workshop – external provider	On request. Frontline employees such as Compliance in PRS and CCED
Delegations	Online	Any employee who is involved in purchasing services or products
DiSC Team Effectiveness Sessions	Workshop	Team development
Evaluation Committee Awareness training (Probity)	Online	Any employee who selects providers of services or products to Council
Fire Warden Safety Training	Online	For all fire wardens at Council to be renewed on an annual basis
Fraud and Corruption Training for Managers	Workshop – external provider	Training for managers at Council bi-annual basis
Good Decision Making (<i>Public Interest Disclosure (PIDs)</i>)	Workshop – external provider	Senior Managers and staff who are decision makers – bi-annual basis
Health and Safety Representative Training and refresher training	Workshop – external provider	Employees who are Health and Safety representatives
HLTAID003 Provide First Aid	Workshop – external provider	Employees who require first aid training (voluntary basis)
Human Rights Decision Making	Workshop	Employees who are responsible for making Human Rights decisions
Info-Council for new users	<i>Online from Feb 2024</i>	For employees who use Info-Council

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Inspiring Leaders Program – 6 Challenges	Workshops	Senior leaders (generally Section and Branch – levels 7 and above) who have been nominated by their leader or People and Culture
Introduction to Incident Investigations	Workshop – external provider	For employees in PRS
Introduction to Risk Management (LGMS)	Workshop – external facilitator	For employees responsible for risk management at Council
Local Government Worker	Online – external	Powers of Entry requirements for Local Government Workers
Managing Organisational Risk	Workshop	For employees managing risk
Mental Health Awareness for Managers	Workshop – external facilitator	For managers with direct reports
Mental Health First Aid	Workshop – external facilitator	For employees who have nominated to be a mental first aid contact
Objective online training (6 modules)	Online	All employees who use Objective
Oracle – iFusion modules	Online	Employees who use Oracle for procurement
Project Management at ICC	Online	All employees involved in projects
Project Management at ICC Workshop	Workshop	ePMO workshops for employee involved in projects
Provide Cardiopulmonary Resuscitation (CPR)	Workshop – external facilitator	Employees who require to renew their CPR qualification yearly
Managing @ ICC – Communication	Blended learning - Workshop & online	½ day workshop for managers or inspiring managers to give you the confidence on how to hold that one-on-one discussion, lead a difficult conversation, manage workplace grievances, communicate change or performance manage your employees.
Managing @ ICC – Leadership	Blended learning - Workshop & online	½ day workshop for managers or inspiring managers to give you the confidence on

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Managing @ ICC – Collaboration	Blended learning - Workshop & online	½ day workshop for managers or inspiring managers to give you the confidence on how to develop leadership skills, provide psychological safety, reward and recognise your team members, demonstrate safety leadership, and understand workforce planning and succession management.
Managing @ ICC – Integrity	Blended learning - Workshop & online	½ day workshop for managers or inspiring managers to give you the confidence to manage with integrity, model above-the-line behaviour, deal with bullying or harassment issues, demonstrate good safety management, and access the relevant documentation you need to support your role.
Managing @ ICC – Efficiency	Blended learning - Workshop & online	½ day workshop for managers or inspiring managers to give you the confidence about our systems and their uses, embracing continuous improvement, exploring opportunities and problems, and identifying solutions and efficient use of time.

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Managing @ ICC – Integrity	Blended learning - Workshop & online	½ day workshop for managers or inspiring managers to give you the confidence to manage with integrity, model above-the-line behaviour, deal with bullying or harassment issues, demonstrate good safety management, and access the relevant documentation you need to support your role.
Managing @ ICC – Efficiency	Blended learning - Workshop & online	½ day workshop for managers or inspiring managers to give you the confidence about our systems and their uses, embracing continuous improvement, exploring opportunities and problems, and identifying solutions and efficient use of time.

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New Employees receive the following:

Attend corporate induction on a Tuesday either face to face and complete the below online modules:

7 Module Curricula (Code 102 – 7 Module Curricula)

Who: Assigned to all staff who do not have system access on a regular basis. For example, field worker with limited system access, civic centre front of house staff, cleaners, casual staff.

All due within a day whilst at induction.

Workplace Health and Safety Induction	Online	All new starters with minimal system access. Casuals.
Fire Evacuation Training	Online	
Human Rights Awareness	Online	
Fraud and Corruption Awareness	Corporate Induction	
Right to Information and Information Privacy	Online	
Code of Conduct	Corporate Induction	
Drug and Alcohol Awareness	Online	

Curricula (103 – 4 module curricula core 1)

Who: Employees with system access that needs to be completed in the first 48 hours. This includes contingent workers with system access.

Workplace Health and Safety Induction	Online	Employees with system access that needs to be completed in the first 48 hours
Fire Evacuation Training	Online	
Fraud and Corruption Awareness	Corporate Induction	
Code of Conduct	Corporate Induction	

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Curricula 104 ((104 – 6 module curricula core 2)

Who: Employees with system access that needs to be completed in the first 10 days

Records Management	Online	Employees with system access that needs to be completed in the first 10 days of employment
Human Rights Training	Online	
Workplace Security Awareness	Online	
Risk Management Awareness	Online	
Drug and Alcohol Awareness	Online	
Right to Information and Awareness	Online	

Contingent worker Curricula (105 – 3 Module Curr Contingent)

Who: All contingent workers with limited system access

Workplace Health and Safety Induction	Online	All contingent workers with limited system access
Fire Evacuation Training	Online	
Code of Conduct	Online	

Curricula 206 (working with children based on position)

Working with Children (Bluecard Awareness)	Online	Based on position
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SBS Cultural Awareness Training

Module 1 & 2	Online	All employees and elected reps 3 months from when the modules are assigned to complete.
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