|  |  |
| --- | --- |
| **POLICY NO & NAME:** | **015 PROFESSIONAL DEVELOPMENT AND TRAINING ACTIVITIES** |
| **APPROVED BY:** | **Bec Symes, CEO** |
| **DATE CURRENT POLICY APPROVED:** | 22/01/2019 |
| **PREVIOUS REVISION DATE/S:** | 22/01/2019 |
| **DATE CREATED** | 22/01/2019 |

**POLICY STATEMENT:**

Professional development and training is essential for the ongoing proficiency of employees to provide best practice to service users in line with the Disability Act 2006, Aged Care Act 1997, and to achieve Greendale Community Support Services mission, vision and core values.

**SCOPE and PURPOSE:**

This policy has been developed to provide information about Greendale Community professional development and training activities.

Greendale Community Support Services has an obligation, in accordance with the various Government Funding and Services Agreements, to ensure that all employees fulfil mandatory professional development and training requirements.

**DEFINITIONS:**

**The People, Culture & Resources Manager** is responsible for identifying when all employees are due to update their mandatory professional development and training requirements

**The Training Coordinator** notifies employees of upcoming professional development and training activities and advises employees of self-paced training required.

This role is a ‘whole of Greendale Community’ role and is part of the People, Culture and Resources Division.

**Service Manager –** The most senior person in the division in which the employee works and to whom employees are accountable via their line manager.

Service Managers ensure that all mandatory professional development and training requirements are identified and fulfilled as relevant to their division.

**People, Culture & Resources –** The division of Greendale Community that has primary responsibility for overseeing human resources, occupational health and safety, payroll, administrative and training tasks.

**Mandatory professional development and training –** Compulsory professional development and training identified by Greendale Community Service Managers is outlined in each Position Description.

Occasionally, Service Managers will organise professional development and training sessions, as a mandatory attendance requirement, of a “one-off” nature.

**Unique Student Identifier (USI) scheme**

All Nationally Accredited Training Organisations (NATO) now require students to present their USI when enrolling for a course.

This means that employees are now required to provide their USI when enrolling to attend CPR or First Aid Refresher courses.

USI numbers can be accessed the following link: [**http://www.usi.gov.au/Pages/default.aspx**](http://cp.mcafee.com/d/2DRPoQ93hJ5x4sVsQsEFCzATsSztBddMQsT7e6QrIFFK6zBd6VJ6XaqrxEVKe76QrIKcn79FECVNSk9g8wG6PBm6DKOziuOgVvJrdMSsGMQZSkqjSi7bZHpJ_nnv7cfZvCrThjd7fnKnjphvVNdUtt7G8LHnjlLt7BgY-F6lK1FJASMrLPWpEVohh7ec3ztPo09KAK8RcZHu1rifQN3TtrfDMf3Pp3ZD6lLUxIgrc5494lGMgVsSCC-qenPoK0GhEw2qO6P-xEwtzlkQg21V_MEq80j7pgB0yrpjdPrLZ)

All salaried Greendale Community workers are required to have a current Apply First Aid, (previously Level 2 first aid) certificate and a current Cardiopulmonary Resuscitation (CPR) certificate.

A copy of the certificate showing the completed training must be provided to Greendale Community prior to the commencement of duties.

The Greendale Community Training Coordinator will facilitate online and face to face paid induction information sessions which cover all mandatory professional development requirements.

New employees will be required to complete online pre-induction training before they can attend the face to face induction. Staff who fail to provide confirmation to the Training Coordinator that the online training has been completed will not be required to attend the induction and employment will not continue.

An induction checklist will be signed off by the Greendale Community Training Coordinator once all induction requirements have been met.

The Training Coordinator records the details on the training database and informs the relevant Service Manager that all requirements have been met and that their name can be added to the applicable Casual or Permanent Employee List.

Within the first six months of employment:

* New employees will be required to attend the Positive Behaviour Support Training.
* Child and Youth Services new employees will be required to register the Certificate IV in Child, Youth and Family Intervention (Residential and out of home care), Top Up Training.

**Additional Assistants** are required to complete online pre-induction training before they can attend the face to face induction. Employment will not continue for staff who fail to complete the pre-induction training and the face to face induction within one month of commencement.

## Ongoing mandatory professional development and training

Refer to Mandatory Training Schedule for details of mandatory training requirements for all staff.

**Other mandatory professional development and training**

Service Managers may arrange other mandatory professional development and training sessions for relevant employees to undertake, as required for their role/s.

Service Managers will organise visits by an allied health professional to conduct mandatory training for all employees manual handling in relation to providing personal care as an identified potential risk to employees.

The training will be specifically targeted towards back care principles, safe use of equipment and any service user specific needs.

If a service user is diagnosed with Epilepsy and their Neurologist or the General Practitioner recommends the emergency administration of Midazolam, or similar emergency response medication, the Service Manager will organise visits by the Epilepsy Foundation, (or other accredited provider), to conduct mandatory training for permanent employees in regard to these procedures.

Any employee who has not attended the service user specific training session will not be permitted to perform these procedures at any time.

**Non-mandatory professional development and training –** Professional development and training identified by Greendale Community Service Managers that is recommended but not compulsory.

It should be noted that professional development and training can encompass a range of activities and methods including:

**Self-paced training –** This training is offered online or via information packages for the employee to complete, within a specified period of time. Employees must provide evidence of the training undertaken, either by a printed certificate or signing off the workbook.

**Greendale Community Annual Training Plan-** is developed in conjunction with an annual training needs analysis using the following principles:

* Training needs will be determined on the basis of consultation with service providers, consumers and the funding body;
* Training content will reflect the principles and practices espoused in Disability and Aged Care legislation and the relevant service standards eg. DHHS, National Disability, Home and Community Care, ECI and Specialist Children’s Services,
* Training will focus on a competency based approach
* Training design will reflect adult learning principles
* Staff, regardless of geographical location, such as Warrnambool, Camperdown, Hamilton and Colac will have equitable access to training
* Training activities will be routinely monitored and evaluated to inform future decision making
* Training will be linked to staff performance appraisal and development plans

**Professional development and training activities** that are identifiedfrom the training analysis include, but are not limited to:

* Advocacy
* It’s ok to Complain
* Understanding Disabilities
* Understanding Autism
* Managing sexualised behaviour
* Mental health first aid
* Dementia training
* Positive Behaviour Support
* Skill development for people with disabilities
* Working with Families
* Recruiting volunteers
* Good Documentation
* Rights and Dignity of Risk
* AAC and ASD communication devices
* Understanding poverty - Bridges out of poverty
* Strengths based training
* Sand play therapy
* Floor time therapy
* Sensory processing
* Outcomes and performance indicators and evidence of outcomes
* Positive Behaviour Interventions for people displaying challenging behaviour (FABIC)
* Developing a conducive environment for a person with ASD (FABIC)
* Conducting a Functional Behavioural Assessment for people using challenging behaviours (FABIC)
* Staff debriefing
* Mediation/facilitation
* Ability to oversee OH & S policies
* Supervising staff and performance appraisals
* Conducting a Performance review
* Workplace Assessor
* Manual handling
* Time management
* Representing the agency in liaising with other service providers
* Contributing to program and staff development activities

**RESPONSIBILITIES:**

**Professional development and training requirements for all employees**

It is the responsibility of the employee to undertake mandatory professional development and training as required for their role/s.

The Training Coordinator will provide each employee with two professional development and training session dates for each mandatory module, and, or sufficient time to complete any online mandatory trainings.

The Training Coordinator is responsible for keeping a record of these offers and in addition advises the Service Managers.

**Employees** have a responsibility to fulfil all mandatory professional development and training requirements and to advise the Greendale Community Training Coordinator if they are unable to complete any requirements. All self-paced information package timesheets/sign off sheets must be completed accurately and returned to the Greendale Community Support Services Head Office, in a timely manner.

**The Training Coordinator** has a responsibility to identify when employees are due to update their mandatory professional development and training requirements, to arrange sessions and notify employees of upcoming training sessions, to update and maintain the training database, to develop a training calendar which will be published on the intranet site and to collate employee feedback.

**Service Managers** have a responsibility to identify and liaise with the Training Coordinator regarding professional development and training activities and to ensure that employees have fulfilled their professional development and mandatory training requirements.

**Greendale Community Self- Paced Training**

The Training Coordinator is responsible for advising employees of self-paced training requirements.

Employees are required to sign and return a Professional Development/Training Attendance Record by the prescribed date.

This will be authorised by the Training Coordinator and added to the Greendale Community training database.

The employee may claim the allocated completion time on their timesheet and forward it to the Greendale Community Payroll Office to be processed.

**Attendance Records**

The Professional Development/Training Attendance Record must be completed and forwarded to the Training Coordinatorfor every internal or external Professional Development Session, such as:

* Information Forums
* Trainings
* Workshops
* Team Meeting Workshops
* Self -Paced Information Packages

**Timesheets**

It is the responsibility of the employee to add and clearly identify, any additional time claimed for professional development or training sessions to their time sheet. Employee’s attending facilitator based professional development and training should enter their training times on a regular timesheet in the TRAINING column.

**Payment for training**

All employees will be paid for undertaking induction information sessions and all other mandatory and non-mandatory professional development and training provided by Greendale Community, relevant to their divisional work.

Employees will be notified when mandatory training is required to be updated. Greendale Community will not be responsible for payment of wages for staff attending training where the employee has not been notified the update is required.

If an employee chooses to undertake mandatory training which incurs a penalty rate (i.e. nights or weekends), prior to booking the training, they must write to their Program Manager to advise why the training cannot be completed during office hours. The Program Manager will provide a written response to the employee. Failure to seek prior authorisation may result in disciplinary action.

Greendale Community will cover the cost of individual/group training activities prearranged by the Training Coordinator. This includes a maximum of 2 hours for CPR training and 7.5 hours for Apply First Aid.

Employees are not permitted to make a claim for reimbursement for any professional development and training activities unless initially authorised by their Service Manager.

If the employee receives notification requesting that they organise their own professional development or training, they must pay for the session and forward both the receipt and the certificate of completion to the Training Coordinator at Greendale Community. (The employee may incur an additional cost should the training session cost more than the value and time organised by the Training Coordinator). The Training Coordinator will forward the details to the employee’s Service Manager who in turn is responsible for authorising a reimbursement.

The Training Coordinator is responsible for recording the date of completion on the training database and authorises the time sheet/sign off and then returns it to People, Culture & Resources so that the employee’s timesheet can be processed.

**Training venues**

The Training Coordinator will organise the professional development and training activities and may arrange inter-agency combined events. Employees will receive notification of all professional development and training opportunities available to them.

**If a professional development or training activity occurs during a rostered shift**

For employees with permanent rostered hours, if a training event occurs on the same day as a rostered shift, employees have the option of dropping that shift or swapping it with another employee. This must be organised in consultation with the relevant Team Leader or Program Coordinator.

If an employee has to drop a Monday to Friday evening shift to attend a mandatory training event, the hours claimed for training will be at ten per cent.

To ensure the health and safety of employees and service users, employees rostered for a sleepover or a shift six hours or longer before or after a training event that is six hours or longer, should drop that shift or swap it with another employee.

This must be prearranged in consultation with the Team Leader.

# Traveling to training events

If employees are required to travel to a training event, the employee must contact the Service Manager to check if a Greendale Community vehicle is available for use. If a Greendale Community vehicle is not available and employees have to use their own vehicle to travel to a training event, travel will be paid at the kilometre rate specified in the employee’s relevant award.

If an employee is required to travel to a training event and that travel takes longer than it would take to travel to their normal place of work, they will be paid at the normal rate of pay for the additional travel time.

If an employee attends training directly from finishing a shift, they will be paid to travel to the training event at the kilometre rate specified in the relevant Award.

Employees travelling from regional areas are encouraged to use the service’s vehicles and travel together, whenever possible.

If it is the employee’s choice to travel in their own vehicle and the Greendale Community van is available, travel will not be reimbursed.

Employees travelling a long distance to a professional development and training event of more than one day may be able to offset the cost of travelling each day against accommodation to stay overnight.

The cost of accommodation must not exceed the cost of travelling each day.

Prior to arrangements being made, the Service Manager must approve the arrangement.

**Breaks during training**

Dependent on the length of the training event, staff are able to have two paid breaks of ten minutes for the morning and afternoon.

**Meals**

All meal breaks, breakfast, lunch or dinner are unpaid, unless provided as part of the professional development or training event.

**Feedback**

Greendale Community strives togain feedback, suggestions and ideas for quality improvement. After participating in any professional development and training session, employees are encouraged to complete the Professional Development-Training Feedback Form.

**PROCEDURES:**

**Mandatory Professional Development and Training Delivery**

Professional development and training delivery may be provided by a facilitator or via a self-paced information package sent out in the post.

**Facilitator based training/workshop**

If the training/workshop is ‘facilitator based’ the Training Coordinator will contact the employee offering a date, time and venue for the event.

If the date offered is unsuitable, it is the responsibility of the employee to contact the Training Coordinator to make alternative arrangements.

If an employee completes mandatory training at an alternative workplace they must forward the certificates to the Greendale Community office to demonstrate that they have fulfilled the requirement. All mail will be recorded as it is received by Corporate Services and will be entered on the Greendale Community training database.

## Failure to Undertake Mandatory Training

Employment will not continue for Support Workers and Additional Assistants who fail to complete mandatory induction requirements.

Employees who do not maintain the appropriate mandatory accreditation may not fulfil the inherent requirements of the job.

a) Permanent Employees

If aPermanent Employee:

* fails to provide evidence that the self-paced training has been completed,
* fails to attend a facilitator-based training/workshop or
* fails to organise their own update within the prescribed time frame, the Training Coordinator will make contact to remind them of the requirement to update. The reminder will clearly outline that failure to respond within the prescribed timeframe will result in the employee being contacted via telephone by the Service Manager to attend a counselling session in line with the Greendale Community Disciplinary Procedure. A record of any disciplinary action will be placed on the employee’s personnel file

b) Casual employees

If aCasual employee

* fails to provide evidence that the self-paced training has been completed,
* fails to attend a facilitator based training/workshop or
* fails to organise their own update within the prescribed time frame, the Training Coordinator will remind them of the requirement to update.

The reminder will clearly outline that failure to respond within the prescribed timeframe will result in the employee being contacted via telephone by the Service Manager to inform the employee that their name will be temporarily removed from the casual list until such a time that the training requirement is met. A record of any disciplinary action will be placed on the employee’s personnel file.

If an employee’s name is removed from the casual list they will not be reinstated until the Service Manager receives the timesheet/sign off sheet directly from the employee, confirming that they have completed the required training.

**REFERENCES**

|  |  |  |
| --- | --- | --- |
|  | Reference: | DHS Funding and Services Agreement  NDIS Act 2013  Occupational Health and Safety Act 2004  DHS Duty of Care (Jan 2000)  Disability Act 2006  Aged Care Act 1997  The Charter of Human Rights and Responsibilities Act 2006  Greendale Community Annual Training Plan |
|  | Industry Standard Reference | DHHS Standards  National Standards for Disability Services  Home Care Standards  Aged Care Standards  Home and Community Care Standards  National Quality Framework  ECI standards  Specialist Children’s Services Standards |