



ALL SERVICES

Learning and Development Procedure

PURPOSE

To ensure staff have the necessary skills, knowledge and experience to perform their duties as specified in their position description and as per industry standards.

SCOPE

This procedure applies to all Wesley Mission Victoria employees and volunteers.

PROCEDURE

1.0 Identification of Training Needs

The Direct Supervisor is to identify the training needs of staff on at least an **annual basis** considering:

- Compliance with industry guidelines, standards and legislation;
- Identification of staffing needs through performance and development reviews;
- Client needs; and
- Contractual requirements.

The Program Manager is to forward this information to the Learning and Development Coordinator by the end of each financial year (30th June) to assist in the development of an Organisational Learning and Development Calendar.

2.0 Development of Annual Organisational Learning and Development Calendar

The Learning and Development Coordinator is to develop an Annual Learning and Development Calendar that considers information obtained from the Program Managers and from the training needs analysis survey.

The Learning and Development Coordinator will book venues as per the Annual Calendar.

The Learning and Development Coordinator is to post the Calendar on Wesley's Intranet.

The Learning and Development Calendar is to be a 'live' document – continually adjusted to reflect training and learning needs.

3.0 Promotion of Learning and Development Training Sessions

The Learning and Development Coordinator is to develop a flyer for each session. This is to be forwarded to onto the Program Manager to print and distribute onto Staff Notice boards.

The Program Manager is to contact the Learning and Development Coordinator either via email or telephone to the approximate number of staff who will be attending the session.

4.0 Set up of Rooms and forms to be completed for Training Sessions

- 4.1 The Learning and Development Coordinator or delegate is to set up the room in which training will be conducted.



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- 4.2 Staff are to complete the In-house Training Attendance Form P&C F16 upon arrival at the session.
- 4.3 The training organiser is to forward the attendance form to the Learning and Development Coordinator and to the Program Manager.
- 4.4 At the completion of the session an Evaluation Record is to be completed by participants and forwarded to the Learning and Development Coordinator for analysis.

5.0 External Training

- 5.1 Staff wishing to attend external training are to complete Wesley's External Training Application form P&C F29 and submit it to the Program Manager.
- 5.2 The Program Manager is to assess the application and approve pending relevance to position and availability of funds.
- 5.3 The Program Manager is to submit a copy of the application form once the staff member has attended the training and forward the form to the Learning and Development Coordinator with either the Certificate or Statement of Attendance.
- 5.4 The Learning and Development Coordinator will update the attendance records accordingly.

6.0 Conferences

- 6.1 Attendance at conferences should be directly related to the staff member's role.
- 6.2 Staff Members are to complete the Conference and Training Application Form P&C F29 to their manager together with details of the proposed conference. International Conferences and Travel must be approved by the Chief Executive Officer.
- 6.3 Within one (1) month of return from an interstate or international conference the staff member must submit a written report to their program manager, for dissemination to the respective Operations Manager, Portfolio, the CEO and Executive Team. The report should include, but not be limited to, a conference outline; key learning outcomes and how these can be translated into the work of the program/WMV objectives.
- 6.4 As per above the Program Manager is to submit a copy of the completed Application Form to the Learning and Development Coordinator to enable updating of Attendance Records.

7.0 Training Records

- 7.1 The Learning and Development Coordinator is to maintain the following records:
- Attendance Lists
 - Evaluation records
 - Copies of Statements of Attendance (in individual HR files).
- 7.2 The Learning and Development Coordinator will register all participation records in the Learning and Development Module of Pay Global (Payroll System).



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- 7.3 All records are to be subject to the security, confidentiality, access and storage requirements as detailed in the Control of Records Procedure P&C P05.
- 7.4 Individual training records are to be maintained in accordance with legislative requirements and filed. All employees may obtain copies of their individual training records through the Learning and Development Coordinator.
- 8.0 Payment for Training Activities (Internal & External Training)**
- 8.1 Managers are to ensure that the appropriate cost centre is invoiced for each external training activity.
- 8.2 Managers are to ensure that registration, enrolment and payment are made in accordance with this procedure.
- 8.3 It is the responsibility of the staff member, volunteer or contractors to incur the cost of any re certification of competency, with the exception of mandatory training such as:
- First Aid Certificate (3 year renewal) and Annual CPR Update for designated First Aid Officers.
 - 5 Day accredited OHS Course and Annual Refresher course for Nominated Health and Safety Representatives.
- 9.0 Mandatory Training**
- Staff are required to attend mandatory training as stipulated on their Position Descriptions, for example Occupational Health and Fire Safety, Manual Handling, Equal Employment Opportunity, Infection Control, and for staff working in food areas or providing food to clients, food safety. Wesley Mission Victoria will incur costs associated with mandatory training.
- 10.0 Evaluation and Review of Training**
- 10.1 It is the responsibility of the Learning and Development Coordinator to ensure all internal training programs are evaluated from the Feedback Sheets. This data is to be collated and analysed each June and December including:
- Total number of staff who attended mandatory training
 - Identification of staff who have not attended mandatory training. In this case the Learning and Development Coordinator will inform the Program Manager; and
 - Attendance Rates.
- 11.0 Staff Qualifications**
- 11.1 On the completion of all formally approved training qualifications Program Managers are to send a copy of the appropriate certificate to Human Resources.
- 11.2 The People and Culture Unit will input all competency and qualification into the Human Resources database with the expiry date of the qualification