

Purpose

Access4u (us, our, we) is committed to providing our employees with education and training opportunities that enable continuous learning which supports both their career development and contributes to our strategic business objectives.

Scope

Compliance with this procedure is mandatory for all our staff, contractors, students, volunteers, board members, and any other person supporting our customers or that have a responsibility for the safe operation of our services, collectively referred to as 'employees' throughout this document.

Responsibilities and delegations

This policy applies to	Governing Body. Staff and Volunteers
Specific responsibilities	The Board – Responsible for ensuring effective governance mechanisms are in place. The CEO and Managers – Responsible for monitoring and ensuring adherence to Policy and related procedures. Ensure due diligence and take reasonable steps to ensure Access4u are meeting their obligations. Ensure objectives of the policy are achieved. Staff – Responsible for adherence to this and related policies, procedures and forms that support this policy.
Policy approval	CEO

Policy context – this policy relates to:

Standards	• National Disability Insurance Scheme Quality and Safeguarding Framework • National Standards for Out-of-Home care (NOOHCS) • The Office of the Guardian for Children and Young People - Charter of Rights
Legislation	• Children and Young People (Safety) (Transitional Provisions) Regulations 2017 • Children and Young People (Safety) Act 2017 • Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017 • Disability Discrimination Act (DDA) 1992 • Fair Work Act 2009 (Cth) • National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 • National Disability Insurance Scheme Act 2013 • The Disability Act 2006

	• The Disability Services Act SA 1993
Contractual obligations	• NDIS Code of Conduct • Access4u Code of Conduct
Organisation policies and procedures	• Competency and Capability Framework • Internal training requirements • Probationary review procedure • Professional development and performance review
Forms, record keeping, other documents	• Staff development application form • Workforce development plan

Procedure Statement

We are committed to providing our employees with access to learning and development opportunities that will enable continuous learning and career growth in line with our organisational goals and individual aspirations.

We will facilitate access to any necessary and relevant training for employees in line with their respective roles and responsibilities to ensure we meet our legislative obligations.

We believe a significant advantage to providing employees with the opportunity for further education, training and development, is that the productivity, skills and services we provide to customers will be enhanced and improved. The development of employees is a joint responsibility shared by individual employees, managers and the organisation.

Learning and development programs will be based on meeting the requirements of our organisation and the individual employee through:

- annual professional development and performance review processes;
- career development planning;
- management succession planning; and
- strategic planning.

We may require employees to undertake specific training relating to:

- their current position to meet organisational, industry, legislative, accreditation, quality assurance and professional codes of practice requirements;
- individual needs of customers;
- as a prerequisite for performing in a different position; or
- as part of performance review processes.

Employees are encouraged to suggest alternative learning and development that may be beneficial to their own development, or that of other employees within our organisation.

Attendance and/or payment at any educational institution or training course will be subject to the approval of the employee's line manager and will be assessed on an individual basis, except for the above identified legislative requirements.

Implementation

Induction

All employees will be provided with training as part of their induction process.

Mandatory training

Employees are required to undertake annual mandatory training sessions.

Mandatory training will be identified in the applicable position descriptions or associated documentation and, according to the relevant position description, may include but is not limited to:

- Manual handling and universal infection prevention and control precautions
- Administration of medication
- First aid
- Safety intervention training
- Understanding Autism
- Team specific training
- Child Safe Environments: Reporting Abuse and Neglect (attendance level).

Refer to our Internal training requirements guidance for specific requirements for each role.

If an employee can produce evidence they have satisfactorily undertaken their required mandatory training as identified in our Internal training requirements guidance provided:

- they have completed the training within the preceding six (6) months, and
- the training is still valid, and
- the training meets the requirements and expectations of our organisation.

The employee may be required to demonstrate any competencies to the satisfaction of their line manager.

An employee who does not undertake their mandatory training within a reasonable timeframe or does not respond to multiple follow ups may result in disciplinary action.

Employee mandatory training records will be reviewed for compliance during their annual professional development and performance review process.

Ongoing professional development

Within the limitation of budget, all employees will be entitled to request relevant training at the expense of our organisation. Training at the expense of our organisation must be incorporated into and assessed as part of their professional development and performance review process.

Employees may seek additional support (in paid time release and/or cost reimbursement) to undertake training relevant to their duties.

We will facilitate access to significant conferences and seminars hosted by us by the offering reduced fees. To apply for professional development opportunities:

- Employee completes the Staff development application form ([available on the Access4u staff hub](#)) and forwards to their line manager.
- Line manager reviews the application and completes the relevant section in the form.
 - If endorsed, line manager forwards to senior manager for approval.
 - If not endorsed, line manager notifies the employee with an explanation.
- Senior manager reviews the application for approval and determines if it is within their delegation.
 - If approved, completes the relevant section in the form and returns it to the line manager to notify the employee.
 - If not approved, the senior manager advises the line manager with an explanation. (Line manager will notify the employee).
 - If not within the senior manager's delegation, the form must be forwarded for approval by the relevant Executive Manager or Chief Executive Officer (CEO).
 - The Executive Manager or CEO completes the relevant section of to indicate whether the application is approved or declined. The form is returned to the senior manager for notification to the line manager, who will inform the employee of the decision.
 - The staff application form will be retained on the employee's personnel file.

Employees must seek approval prior to attending staff development opportunities where they are seeking paid time release and/or cost reimbursement.

We reserve the right to put a cost and/or continuity of service agreement commitment in place with employees attending professional development activities at our expense.

Online learning

As part of our learning and development program, we offer a range of online training to deliver a suite of mandatory online courses to employees, students and volunteers. Employees will be enrolled in all online training programs relevant to their role by our Human Resources department.

Human Resources will monitor and report on employee compliance with online training requirements.

We may not be able to allow employees who have not completed mandatory training within the prescribed timeframes to continue to perform their duties until training or other requirements have been met. Failure to complete mandatory training within the prescribed time frames may result in disciplinary action.

Records of attainment

On completion of training modules, employees will receive a certificate of completion.

For online training in our Learning Management System (LMS), the employee will receive a certificate by email which they must forward to HR for uploading. Uploaded certificates can be accessed from the LMS until they expire.

For external and face to face training, the employee will receive the certificate from the training facilitator. These certificates must be forwarded to our HR Department.

Record keeping

HR department is responsible for maintaining accurate records of employee's training.

All training-related documentation, including attendance sheets, feedback forms, and training materials, will be stored securely and confidentially by our HR department.

Access to training records will be restricted to authorised personnel, including HR employees, Learning and Development Business Partner, Quality, Risk and Compliance Manager, employee's direct line and senior manager, and Executive Managers.

Evaluation of training materials and courses

Prior to implementing any training material or course, a thorough evaluation is conducted to ensure its relevance, effectiveness, and alignment with organisational objectives.

Evaluation includes

- content accuracy and comprehensiveness
- appropriateness for the target audience.
- engagement and interactivity.
- feedback mechanisms for continuous improvement.

Regular evaluations of training materials and courses are conducted to assess their effectiveness and relevance.

Feedback from employees regarding the quality, clarity, and applicability of training content is collected through training evaluations, surveys, focus groups, or other feedback mechanisms.

The HR Adviser analyses feedback and identifies areas for improvement in training materials and courses.

Based on evaluation results, necessary updates, revisions, or replacements of training materials and courses are implemented to ensure continuous improvement.