



NAME OF POLICY	STAFF EDUCATION, TRAINING AND DEVELOPMENT	DATE
RELATED POLICIES	<ul style="list-style-type: none">› Language, Literacy and Numeracy Policy› Performance Appraisal Policy› Recruitment, Selection and Orientation Policy	

1. INTRODUCTION

This organisation is committed to providing access to training and professional development for all staff. We encourage our staff to take advantage of both internal and external training opportunities.

2. PURPOSE

Language, literacy and numeracy skills underpin almost all areas of work in the aged services environment. Across all areas of the organisation, language, literacy and numeracy (LLN) skills can influence the performance of workplace tasks.

We understand the importance of skills in English language, literacy and numeracy and recognise the importance these skills have for employees to effectively participate in our workplace.

We recognise our obligation to ensure, as much as possible, that employees are supported in their job roles and where feasible are provided with LLN development opportunities.

3. PROCEDURES

3.1. IDENTIFICATION OF TRAINING NEEDS

The need for staff to attend training can be identified in several ways, including:

- › identified as part of the recruitment process in completing the LLN Assessment Tool
- › as a result of an individual performance review
- › as a result of a work performance issue
- › as a result of a change in service delivery
- › part of mandatory training requirements
- › a result of a skills deficit identified through an audit or benchmarking
- › as a result of an incident or hazard
- › introduction of new policies or procedures
- › introduction of a new piece of equipment
- › expression of interest by an individual staff member.

3.2. TYPES OF TRAINING

3.2.1. MANDATORY

All staff are required to attend mandatory training as applicable to their job role and as required by law. Mandatory training may include:

- › Induction
- › Fire and Emergency Evacuation
- › Manual Handling
- › Workplace Health and Safety
- › Infection control
- › Elder abuse - mandatory reporting
- › Workplace harassment, anti-discrimination and bullying
- › Food Safe Handling
- › Safe use of chemicals
- › Continuous Improvement
- › First Aid
- › Medication management for nurse

All staff are responsible for keeping up to date with mandatory training and for attending training appropriate to their position.

- › Human Resources will keep staff informed of regular updates of mandatory training and when they are due to attend
- › Staff have a responsibility to ensure that they make themselves available to attend mandatory training
- › Mandatory training may occur onsite or offsite. Staff will be allocated dates and times and advised of the attendance requirements.
- › If rostered to work staff are to liaise with roster clerk, as soon as notified of training event, to ensure relief cover/ backfill
- › Staff attending mandatory training will be paid for their attendance.

1.1.1. NON-MANDATORY

Staff are encouraged to attend non-mandatory training to develop and update their professional skills. This training may be offered as internal training sessions or as external offsite training. Non-mandatory training may include areas for development identified during an individual's performance and development review or by the employee for their own personal interest.

PAYMENT FOR ATTENDANCE AT TRAINING

- › Time to attend non-mandatory training is usually unpaid. However, a change of shift can be arranged by the manager or leave without pay be applied for to facilitate attendance at non-mandatory training.
- › Where the training is deemed to benefit the organisation or is part of performance management, the following applies:
 - › If the staff member is rostered on to work at the time of the training session, then the staff member attending will be paid to attend (subject to approval by the CEO).
 - › If the staff member is not rostered on to work at the time of the training session, then the staff member attends in their own time (unpaid) unless otherwise approved by the CEO.
- › Payment of Costs of External Training
 - › Where training is deemed to be of benefit to the organisation, the training costs/fee may be paid by the organisation with authorisation by the appropriate delegate.

**1.1.2. LANGUAGE,
LITERACY AND
NUMERACY
TRAINING**

[Insert name of organisation] understands the importance of skills in English language, literacy and numeracy and recognises the importance these skills have for employees to effectively participate in our workplace.

- › As much as is feasible we will support an employee to attend LLN training.
- › Training and support to improve LLN skills may be provided either through use of an external provider or as part of internal training.

Where LLN training is provided internally, we will use LLN training resources available on the Aged Services Workforce Hub and be delivered by an appropriately skilled employee.

3.3. STAFF TRAINING RECORDS AND FEEDBACK

Records of staff training will be maintained on personnel files. Staff attending internal training will be required to sign the attendance sheet. Staff attending external training are requested to provide to human resources any relevant certificates or registration to be placed on the personnel file.

Completion of evaluation or feedback forms is encouraged but can remain anonymous if preferred. Feedback will be routinely evaluated to ensure that courses remain timely, relevant and appropriately delivered, thereby ensuring staff have the skills and knowledge required to deliver the range and quality of care.
