

THE NORTHCOTT SOCIETY

POLICY ON STAFF LEARNING & DEVELOPMENT

VOLUME:	2	Policy on Management and Organisational Issues
SECTION:	A	Human Resources
SUB-SECTION:	E	Staff Learning and Development
NEXT REVIEW DATE:		May 2008
BOARD APPROVAL:		Not Required

Policy

The Northcott Society recognises that ongoing learning and development of staff is integral to the continued provision of high quality service to consumers and the maintenance of an environment which is innovative, responsive and adaptable. Accordingly, it is Northcott's policy that all staff members, permanent, casual and volunteers, will have access to appropriate learning and development to enable them to:

- undertake their current responsibilities effectively
- further their personal development and enhance their professional knowledge and skills
- maintain high quality service provision in a constantly changing work environment; and
- contribute positively to the growth and evolution of the organisation in response to consumer needs.

Definitions

Orientation and Induction:

The initial introduction of the new staff member to the organisation in general and the specific requirements of their position.

Performance, Development and Support

The ongoing and regular supervision and support of staff which is linked with the annual review of a staff member's performance against present goals and the identification of learning needs based on the review.

Core Training:

Training which is relevant for all paid staff on the basis that it:

- is a legal requirement, eg DSA Standards, fire training; OH&S training, or
- pertains to consumer rights, e.g. confidentiality, complaints, or
- is considered to be right and proper business practice, e.g. policies and procedures necessary to ensure the effective operation of the organisation

Service Specific Training:

Training which is relevant for all staff employed in a particular service or group of services, e.g. food handling for residential services.

Specific Skill Development

Learning that may be accessed by staff working across services within Northcott e.g. supervision for new managers, computer skills, report writing.

Principles

1. All staff have access to ongoing learning and development in line with Northcott's Equal Employment Opportunity (EEO) policy.
2. Learning and development supported by Northcott must be relevant to the staff member's job or have relevance for the future. All learning courses will be assessed for relevance in the context of consumer needs, legislative requirements and the career plans of individual staff members.
3. Northcott's commitment to ongoing learning and development of staff is demonstrated by the continued allocation of funds for this purpose, as part of the budgeting process. Monies allocated to learning and development will be directed to areas providing most benefit to consumers.
4. Individual staff members have a responsibility towards their own learning and development. Staff are encouraged to bring to the attention of their manager/supervisor their own learning and development needs and wishes.
5. A staff member who, for any reason, feels that they have not received fair and equitable treatment in the area of learning and development should address this first with their manager/supervisor. If this is unsuccessful, the staff member may attempt to resolve the situation using Northcott's Grievance procedures.

Objectives

1. To enable staff to develop personally and professionally, so as to ensure continuing improvement in the quality of service provided to consumers.

2. To establish equitable and effective means by which staff can access learning opportunities.
3. To establish effective means of centrally recording participation in learning and development courses. This record will:
 - ensure compliance with all relevant legislation such as OH&S, EEO and Disability Standards.
 - assist Northcott to review the skills of staff and to plan for future learning;
 - assist Northcott to utilise the increased range of skills and experience available internally;
 - assist staff to develop career plans;
 - ensure that staff receive appropriate acknowledgment of learning and development programs they have completed;
 - assist in resolving any grievances regarding staff access to learning and development.

Supporting Policies and Procedures:

Staff Orientation and Induction Procedure
Staff Performance, Development and Support Procedure
Access to Learning and Development

Related Policies

Grievances (Staff)
Equal Employment Opportunity

Authorised by:

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