



Procedure

Establish a mandatory training requirement procedure

Version: 1.2 | **Version effective:** 15/11/2024

Audience

Department wide

Purpose

This procedure outlines the process to establish a mandatory training requirement for a specific role, activity and/or all employees.

Overview

Mandatory training must be undertaken:

- to meet legislative or regulatory obligations
- to meet department policy requirements approved by the Director-General
- as a control or action to mitigate a medium (for areas of lowest appetite) or high (all other areas) level risk as part of the department's Enterprise Risk Management Framework
- as it has been deemed, to be the most appropriate method of addressing obligations, requirements and/or identified risk
- to meet a requirement specified in an industrial instrument
- to maintain a qualification required to continue in a role
- as part of the department's internal control system.

Mandatory training is undertaken during worktime, via approved leave or under mutually agreed terms.

The Capability branch considers requests to establish a mandatory training requirement.

Work load impacts are considered during the decision-making process.

Responsibilities

Business unit

- Understands the department's approach to mandatory training
- Undertakes appropriate consultation with key stakeholders, both internal and external, prior to requesting the need for a new mandatory training requirement
- Considers work impacts as a result of an additional mandatory training requirement
- Prepares an application to request approval to establish a mandatory training requirement
- Completes all relevant sections of the application and provides evidence to support the request.

Capability branch

- Provides advice and consultancy services to the business unit
- Provides support to the business unit to prepare an application to the as required
- Prepares and presents the submission to the Assistant Director-General, Capability branch, as appropriate
- Provides recommendations for prioritisation of the design development or procurement of mandatory training as required for approval by the System Implementation, Policy and Procedure (SIPP) Committee as appropriate.
- Provides feedback to the business unit.

Process

1. Conduct initial consultation

Identify a need to establish a mandatory training requirement

The business unit:

- implements consultations with key stakeholders, both internal and external, for a new mandatory training requirement with consideration of workload impact
- if appropriate after the consultation, identifies the need for a mandatory training requirement as per both of the criteria outlined in step 2.
- contacts the Capability branch to arrange initial consultation.

The Capability branch may also identify the need for a mandatory training requirement. If so, the Capability branch would initiate contact with the appropriate business unit to arrange a consultation.

2. Assess

Determine whether the requested training requirement meets the mandatory training criteria

The business unit meets with the Capability branch to:

- review the request for approval of a mandatory training requirement
- determine whether the request meets both Criterion 1 and Criterion 2:

- Criterion 1
 - The requested training requirement has been derived from a legislative or regulatory obligation, departmental policy or industrial instrument, and/or
 - The requested training requirement is a control or action to mitigate a risk that is assessed as medium (for areas of lowest appetite) or high (all other areas) in the department's strategic, division/branch or regional risk registers in Risk Express, and/or
 - The requested training requirement has been derived from an internal control.
- Criterion 2
 - The requested training has been deemed to be the most appropriate method of addressing the obligations, requirements and/or identified risk.

3. Prepare an application

Complete an application requesting approval of a mandatory training requirement

The business unit:

- completes an [Application to establish a mandatory training requirement form](#)
- includes supporting evidence to demonstrate that the requested training requirement meets the mandatory training criteria
- liaises with the Capability branch to finalise the application, ensuring the requested training requirement is aligned with the department's priorities
- organises Director, or above, to endorse merit of the application
- submits a completed application to the Capability branch via Content Manager.

4. Make a decision and communicate

Decision point

The Capability branch:

- reviews and assesses the application against mandatory training criteria, departmental priorities and plans
- makes a decision about the request
- if approved and is an existing training program:
 - adds the mandatory training requirement to the [Mandatory Training Ready Reckoner](#) and [Induction Planner](#)
 - publishes updated documents on OnePortal and the department's website
- if approved and is a new training program:
 - prioritises and plans the design, development and deployment of the new training program
- if not approved:
 - categorises the training requirement as non-mandatory
- communicates the outcome to the business unit and explains next steps.

Definitions

Term	Definition
Action	A new strategy to further reduce the likelihood or consequence of a risk after controls are applied.
Legislative requirement	A departmental obligation that can arise from State and/or Commonwealth legislation.
Industrial instrument	An instrument that has legal application with respect to minimum entitlements to those employees covered within its scope. This includes an award, certified agreement and arbitration determination.
Internal controls	Methods used to safeguard assets and secure compliance with the prescribed requirements of the department. Internal controls can include professional development and training.
Policy	Outlines what the government intends to do through stated plans of action.
Policy requirements	Policy requirements are specific conditions that must be met to fulfil the policy and achieve the outcomes.
Risk	Effect of uncertainty on the achievement of priorities. The chance of something going wrong.
Control	Pre-existing strategies, processes or practices used to reduce the likelihood or consequence of a risk.
Risk Express	The department's centralised repository used to record risk, controls and actions.
Mitigate	The effect of controls and actions to reduce the likelihood or consequence of a risk.
Submission	The action of presenting an application or other documents for consideration or judgement.
Supporting evidence	Factual detail included in the application to support the assertion that the requested training requirement meets mandatory training criteria. The supporting details may come from a range of sources including reference to specific sections of legislation, risk registers or a completed needs analysis.

Legislation

- [Public Sector Ethics Act 1994 \(Qld\)](#) Subdivision 3 12H, Subdivision 4 12I, 12J, 12K, 12L [Work Health and Safety Act 2011 \(Qld\)](#) Division 2 19 (3) (f)
- [Human Rights Act 2019 \(Qld\)](#)

Delegations/Authorisations

- Nil

Policies and procedures in this group

- [Management and completion of mandatory all-staff training program procedure](#)

Supporting information for this procedure

- [Application to establish a mandatory training requirement form](#)

Other resources

- [Employee performance and development policy](#)
- [Enterprise risk management policy](#)
- [Enterprise risk management procedure](#)
- [Code of Conduct for the Queensland Public Service](#)
- [DoE Standard of Practice](#)
- [Workplace health, safety and wellbeing current procedures](#)
- [Mandatory training program](#) (DoE employees only)
- [DoE Induction Strategy](#)
- [Mandatory Annual Training Ready Reckoner](#)

Contact

For further information, please email Capability branch on SSandCC@qed.qld.gov.au

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31/01/2023

Superseded versions

Previous seven years shown. Minor version updates not included.

1.0 Establish a mandatory training requirement

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