



Procedure

Management and completion of mandatory all-staff training program procedure

Version: 2.1 | **Version effective:** 28/04/2021

Audience

Department wide

Purpose

This procedure outlines the process to access and undertake the Department of Education's (department's) mandatory all-staff training program as well as the processes used to manage and maintain the program through a regular review cycle.

This procedure is to be read in conjunction with the department's [induction strategy](#) and the resources and information available on OnePortal and the Learning Place (DoE employees only).

Overview

The mandatory all-staff training program and annual refresher programs are compulsory for all employees to complete. The program is designed to raise awareness of the obligations employees have to work ethically and safely as outlined in the [Code of Conduct](#) and the [Standard of Practice](#) (DoE employees only).

A variety of training products are available to complete the program, depending on the situation and accessibility. The quality of the programs are ensured by an annual review and regular updates.

Responsibilities

Supervisor, manager or principal

- Ensure processes are in place for employees, contractors, volunteers and visitors to complete the program using the appropriate product (online, face-to-face, self-paced workbook or key messages guide).
 - For new employees – ensure the program is completed by the end of their first week of employment.
 - For existing employees – ensure the refresher program is completed by 30 April each year.
 - For contractors, volunteers and visitors – ensure processes are in place for the [key message guide](#) to be reviewed and the declaration page to be completed, prior to or on their first visit to a school or other department location.

- Ensure the completion requirements and recordkeeping responsibilities are fulfilled, as outlined in [administrative processes](#) (DoE employees only).
- Access and use the approved learning materials, resources, presentations and facilitators guide for the face-to-face and/or self-paced options from the [Mandatory all-staff training program](#) OnePortal page (DoE employees only).
- Sign, date and retain attendance registers if managing face-to-face, self-paced workbook delivery or key message guide options, to verify completion of the program.
- Sign and date the record of completion section in the key messages guide for contractors, volunteers and visitors and, in school settings, endorse with school stamp and date of completion.
- Accept all correctly completed, dated and endorsed record of completions as appropriate.

Employees

- Undertake the [Mandatory all-staff training program](#) (DoE employees only) as appropriate for their tenure.
- For new employees, complete all sections and any other related requirements of the appropriate product (online, face-to-face, self-paced workbook or key messages guide) by the end of the first week of employment, prior to their first visit to a school or other department location, or as soon as possible after their first visit.
- For existing employees, complete the most suitable product available for the refresher program annually by 30 April, or as directed by a supervisor, manager or principal.
- Retain record of completion, participant workbook or self-paced workbook as appropriate.
- Sign and date appropriate attendance register.

Learning and Professional Development (program owner)

- Maintain an engaging, contemporary program using best practice adult learning principles.
- Manage requests to include new topics or content in the program.
- Develop resources to support and provide guidance on how to deliver face-to-face and self-paced training, and record and report program completions.
- Implement and coordinate annual review and quality management processes with stakeholders.
- Provide support to managers, principals or supervisors to fulfil their responsibilities, provide program advice and solutions as required.
- Provide access to completion data to relevant stakeholders as required.
- Monitor annual completion rates and follow up as appropriate.
- Generate reports on departmental completion rates.

Subject matter experts

- Partner with the program owner to maintain currency of the program content.
- Provide feedback and updates regarding the program as required.
- Participate in annual program review and quality management processes.

Process

1. Selecting the appropriate mandatory all-staff training product

A supervisor, manager or principal:

- considers access to technology, appropriateness of online, self-paced programs or facilitated sessions and number of employees undertaking the program and determines the most suitable product from the following:
 - **Online**
An online option for employees to register, access and complete the program via the [Learning Place](#) (DoE employees only). This is the preferred option.
 - **Face-to-face**
The supervisor, manager or principal facilitates a face-to-face session using materials, including participant workbook, facilitators guide, and online presentation available via the [Mandatory all-staff training](#) OnePortal page (DoE employees only).
 - **Self-paced**
The supervisor, manager or principal accesses the self-paced workbook via the [Mandatory all-staff training](#) OnePortal page (DoE employees only) and provides it to the employee to complete.
 - **Key messages guide**
The supervisor, manager or principal provides contractors, volunteers and visitors with either a printed or digital copy of the key messages guide containing important information for them to read.
- arranges for:
 - new employees to complete the program either by the end of their first week of employment, prior to their first visit to a school or other department location, or as soon as possible after their first visit
 - existing employees to complete the refresher program by 30 April each year
 - contractors, volunteers and visitors to complete the [key messages guide](#) on or before their first visit to a school or other department location.

2. Completing the program

Online (preferred option)

- Employees register for and complete the appropriate [online](#) program (DoE employees only) including the learning checkpoints and declaration page.
- Employees check the boxes on the declaration page (available after completing all the requirements of the online option).
- Employee downloads and saves the record of completion and retains a copy as evidence of completion, if required.
- Supervisor, manager or principal follows [administrative processes](#) (DoE employees only).
- A record of completion is automatically saved under this option.

Face-to-face

- Supervisor, manager or principal registers for [Other delivery methods](#) (DoE employees only) via the Learning Place to access the appropriate face-to-face training resources.
- Supervisor, manager or principal follows the facilitators guide (utilises the online presentation and other program resources, follows [administrative processes](#) (DoE employees only) and provides copies of the participant workbook to each participant.
- Employees complete and retain the participant workbook (including the learning checkpoints) and declaration page.
- Employees record their name, details and signature on face-to-face attendance register.
- Supervisor, manager or principal signs and dates the confirmation of completion section on the face-to-face attendance register and follows [administrative processes](#) (DoE employees only) to record completions.

Self-paced

- Supervisor, manager or principal registers for [Other delivery methods](#) (DoE employees only) via the Learning Place to access the appropriate self-paced training resources.
- Supervisor, manager or principal provides copies of the self-paced participant workbook to the employees.
- Participating employees complete and retain the self-paced participant workbook (including the learning checkpoints) and declaration page.
- Employee provides completed self-paced workbook to supervisor, manager or principal to review.
- Employee signs and dates the self-paced attendance register.
- Supervisor, manager or principal signs and dates self-paced attendance register to confirm completion.
- Supervisor, manager or principal follows [administrative processes](#) (DoE employees only) to record completions.

Key messages guide (for contractors, volunteers or visitors only)

- Supervisor, manager or principal registers for [Other delivery methods](#) via the Learning Place to access the key messages guide and other appropriate resources.
- Contractors, volunteers or visitors may also be emailed a link to an externally available page on the department's website which includes the [key messages guide and a fact sheet](#) so that the key messages guide can be completed prior to attendance at a departmental location.

Supervisor, manager or principal to ensure that processes are in place for:

- Contractors, volunteers or visitors to access the information in the [key messages guide](#) and complete the declaration page.
- Contractors, volunteers or visitors to complete the key messages attendance register.
- The supervisor, manager or principal to confirm the declaration has been signed by the contractor, visitor or volunteer by signing and dating the record of completion section in the key messages guide. In school settings, the supervisor, manager or principal also endorses with school stamp and date of completion.
- The supervisor, manager or principal to sign, date and retain the key messages attendance register.

- The supervisor, manager or principal to inform the contractor, volunteer or visitor to retain their key messages guide for future reference, and carry the record of completion slip with them when visiting any departmental school or workplace as this document may be requested on future site visits.
- The supervisor, manager or principal to accept correctly completed, dated and endorsed record of completions (valid for 12 months).
- Supervisor, manager or principal follows [administrative processes](#) (DoE employees only) to record completions.

Feedback

- Upon completion, employees can provide feedback via a survey on the quality of the program and resources.
- Contractors, volunteers and visitors can also provide feedback about the key messages guide and process via a feedback form provided to them by the supervisor, manager or principal. Completed feedback forms can be scanned and emailed to learningandpd.humanres@qed.qld.gov.au or mailed to Learning and Professional Development, PO Box 15033, City East QLD 4002.

3. Refresher program

The refresher program provides new, updated information and reinforces key messages contained in the initial mandatory all-staff training program. The refresher program has a suite of products available including online, face-to-face and self-paced.

The refresher program is available from 1 January each year and is to be completed by all existing employees by 30 April each year, or as directed by supervisor, manager or principal.

To complete the refresher program, please follow the process outlined in **steps 1 and 2**.

4. Quality management

The program owner will manage a quality review schedule and provide opportunities for employees and stakeholders to submit feedback on the content and process for completing the mandatory all-staff training program.

The program owner will collate and analyse feedback and consider in each review schedule.

The program owner will:

- ensure links are maintained
- update supporting resources as required.

5. Annual review of training

The mandatory all-staff training program and subsequent refresher program will be reviewed by the program owner on an annual basis to maintain currency and relevance and provide an opportunity for updates.

Ad-hoc reviews outside of this annual review may be prompted at other times, for example in response to a complaint, non-compliance or changes in legislation.

Changes occurring throughout the year will be addressed through a range of communication processes including (but not limited to) email alerts, screen savers, posters, OnePortal messages and OneSchool messaging.

The program owner will:

- coordinate and facilitate annual review workshops with stakeholders by August each year to:
 - review the program, including the materials and resources
 - review collated feedback information
 - manage requests for new topics or content
 - identify improvement opportunities
 - make recommendations for updates or changes.
- confirm updates or changes for the following year, manage the updates and changes, ensuring the program and its resources and/or supporting materials are available for January the following year.
- plan, develop and implement appropriately timed stakeholder communication strategies, as required.

Definitions

Term	Definitions
Employee	For the purposes of this procedure, employee is defined as any department employee whether permanent, temporary, full-time, part-time or casual.
Mandatory all-staff training program	A program mandated by legislation and the department to be completed by all employees.
Program owner	Program owner responsible for design, development, review and maintenance of the mandatory all-staff training program and associated learning materials.
Refresher training program	A program mandated by legislation and the department to be completed by all employees on an annual basis after the initial completion of mandatory all-staff training program.
Stakeholder	A stakeholder is a person with a specific interest in the mandatory all-staff training program.
Subject matter expert	A person or team with authority in a particular area and provides guidance to program owners ensuring content included in mandatory all-staff training program is accurate and relevant.

Legislation

- [Public Sector Ethics Act 1994 \(Qld\)](#) Subdivision 3 12 H, Subdivision 4 12I, 12J, 12K, 12L

Delegations/Authorisations

- Nil

Policies and procedures in this group

- [Employee performance, professional development and recognition policy](#)
- [Employee professional development including Study and Research Assistance Scheme \(SARAS\) procedure](#)
- [Managing unsatisfactory performance - heads of program, heads of school, assistant principals and deputy principals procedure](#)
- [Managing unsatisfactory performance - principals procedure](#)
- [Managing unsatisfactory performance - state school teachers procedure](#)
- [Managing unsatisfactory performance \(excluding school based teachers and principals\) procedure](#)
- [Probation - state school teachers procedure](#)

Supporting information for this procedure

- Nil

Other resources

- [Code of Conduct for the Queensland Public Service](#)
- [Department of Education – Standard of Practice](#) (DoE employees only)
- [Information asset and recordkeeping procedure](#)
- [Information security procedure](#)
- [Student protection procedure](#)
- [Workplace health, safety and wellbeing procedures](#)
- [Establish a mandatory training requirement procedure](#)
- [Mandatory all-staff training](#) (DoE employees only)
- [Developing performance framework](#) (DoE employees only)
- [Performance and development resources](#) (DoE employees only)
- [Induction strategy](#)

Contact

For further information, please contact:

Learning and Professional Development Team

Email: LearningandPD.HUMANRES@qed.qld.gov.au

Uncontrolled copy. Refer to the Department of Education Policy and Procedure Register at <https://ppr.qed.qld.gov.au/pp/management-and-completion-of-mandatory-all-staff-training-program-procedure> to ensure you have the most current version of this document.

Review date

23/10/2023

Superseded versions

Previous seven years shown. Minor version updates not included.

2.0 Management and completion of mandatory all-staff training program

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