Procedure

Mandatory training procedure

Version: 3.1 | **Version effective**: 16/10/2026

Audience

Department-wide

Purpose

This procedure outlines the process to identify and complete the Department of Education's (the department) mandatory training and the process used to review and manage the programs annually.

Overview

All employees are expected to be proactive and responsible for their actions, behave ethically and professionally at all times, and uphold and promote the public sector values. Mandatory training ensures a consistent, accountable and compliant approach to staff development, risk management and workplace safety as outlined in the Code of Conduct for the Queensland Public Service (Code of Conduct) and the Standard of Practice.

This procedure applies to all employees, contractors, volunteers and visitors, regardless of role type. This procedure focuses on mandatory training as outlined in the Mandatory training ready reckoner (DoE employees only). There may be additional mandatory training not covered by this procedure that is required for a specific role, activity or location. Employees will be advised of this during their induction or when the need is identified.

This procedure is to be read in conjunction with the department's induction resources available on OnePortal (DoE employees only).

Responsibilities

All employees

- complete the relevant mandatory training course/s aligned to their role and within the prescribed timeframes
- consult with their leader (principal, director, or manager) if additional support or reasonable adjustments are required.

Leaders (principals, directors, managers)

In addition to their responsibilities as employees, leaders must:

- ensure all employees under their supervision are provided with the opportunity to complete mandatory training during work time, under mutually agreed terms, or in accordance with the relevant certified agreements
- consider human rights when providing employees access to mandatory training and make decisions that are compatible with the *Human Rights Act 2019* (Qld), such as accessibility and cultural safety in training access and delivery
- provide additional support or reasonable adjustments for employees, if required
- monitor and manage completion requirements and ensure record keeping responsibilities are fulfilled
- access and facilitate the approved learning material, presentations and facilitator guides for self-paced or small group courses, if required
- ensure visitors, including workers, volunteers, external contractors, preservice teachers and other individuals on tertiary placement complete the Mandatory All-Staff Training (MAST) program - key messages guide and any other site-specific requirements on or before their first visit to a school or other department location.

Visitors including workers, volunteers, external contractors, preservice teachers and other individuals on tertiary placement

- read and understand the MAST key messages guide
- retain the MAST key messages guide for reference and carry the completion slip to show during future visits to a school or other department location.

Capability branch, Central office

- coordinate and oversee the annual program review and quality management of programs in collaboration with content owners and subject matter experts
- provide support to leaders to fulfil their responsibilities
- provide mandatory training advice and solutions as required
- provide leaders with access to the Training completion reporting site (DoE employees only) completion data
- monitor annual completion rates and generate reports as required.

Content owners and subject matter experts

- work with the Capability branch to maintain currency of mandatory training content
- provide feedback and updates regarding the programs as required
- participate in the annual program review.

Process

Identify mandatory training requirements

Induction

- The department's induction resources (DoE employees only) provide orientation, guidance and training to help new employees feel prepared, confident, and supported to perform in their role effectively.

- Leaders are responsible for ensuring employees undertake induction activities within the first 90 days of employment.
- Mandatory training is a key element of the induction process and must be completed within the first week of the employee's commencement during work time or under mutually agreed terms.

Mandatory training

All employees

- Complete mandatory training relevant for their role and work setting, as outlined in the Mandatory training ready reckoner (DoE employees only), with the support of leaders if required.
- Mandatory training must be completed within the following timeframes:
  - new employees or employees returning from a prolonged period of leave: within 1 week of commencing employment with the department
  - existing employees: by 30 April each year.
- Employees who manage people and/or finances (financial delegation) must complete only the Management Foundations program (DoE employees only). This program is to support leaders in understanding their operational roles and responsibilities.
- All other employees must complete the Mandatory All-Staff Training program (DoE employees only) an online or self-paced training course required by departmental employees, including casual and temporary appointments.

Visitors including workers, volunteers, external contractors, preservice teachers and other individuals on tertiary placement

- All visitors, including workers, volunteers, external contractors, preservice teachers and other individuals on tertiary placement, must complete an induction process on or before their first visit to a school or other department location.

The MAST key messages guide provides information required to ensure their safety and the safety of others in departmental schools and workplaces.

Access and complete training

The department recognises that some employees may have specific needs and supports flexibility in the delivery of training packages, most of which are delivered online. Where mandatory training is not accessed online, the prescribed delivery formats are outlined the Mandatory training ready reckoner (DoE employees only).

All employees

Online

- employees access mandatory training courses through OnePortal or the EFI Catalogue (DoE employees only)
- staff select, enrol and complete courses required for their role.

Self-paced or small group (MAST only)

In instances where teams are unfamiliar with online learning platforms or face barriers to accessing training online, leaders can facilitate a small group session or support their team in completing the program in a self-paced offline format. To complete in this format:

- employees discuss training needs with leaders
- leaders request self-paced workbooks and a supervisor's supporting guide by emailing SSandCC@qed.qld.gov.au
- employees access self-paced workbooks or attend a session and ensure completion of mandatory training within prescribed timeframes.

Visitors, including workers, volunteers, external contractors, preservice teachers and other individuals on tertiary placement

- Visitors, including workers, volunteers, external contractors, preservice teachers and other individuals on tertiary placement, must read and follow the obligations outlined in the MAST key messages guide.
- Leaders must ensure the MAST key messages guide is completed and understood by the declarant, with support provided when required.

Recordkeeping and reporting

All employees

The majority of mandatory training courses are automatically updated and recorded in the Training completion reporting site (DoE employees only). These are listed in the Mandatory training ready reckoner (DoE employees only).

- For training that is delivered offline, such as the self-paced or small group (MAST only), leaders are responsible for ensuring completions are manually updated in the Training completion reporting site.
- For information on how to record completion of other mandatory training courses, employees and leaders must ensure that records are kept per the relevant course or platform outlined in the Mandatory training ready reckoner.
- Locally kept records must be stored in the appropriate location and available on request for audit purposes.
    - Content Manager (for all central office and regional office employees)
    - The school's G:\Data\Admin folder (for all school-based employees)

Visitors, including workers, volunteers, external contractors, preservice teachers and other individuals on tertiary placement

- Sign and complete the declaration page attached to the MAST key messages guide and return to the leader (or delegate) prior to or on their first visit to a location.

Leaders (or delegate) sign the record of completion on the declaration page, record it in the Training completion reporting site (accessible to DoE employees only) return the page to the visitors, including workers, volunteers, external contractors, preservice teachers and other individuals on tertiary placement

- Visitors, including workers, volunteers, external contractors, preservice teachers and other individuals on tertiary placement, retain MAST key messages guide and signed Declaration page as record of completion for future reference.

Leaders

- Monitor completion rates and run completion reports via the Training completion reporting site (DoE employees only).
- Communicate with employees to support and ensure mandatory training completion requirements.

Manage and review

The Capability branch facilitates an annual review process to ensure the ongoing quality, relevance and compliance of mandatory training programs. Content owners and subject matter experts (if applicable) must review program content and consider any new changes to legislation, strategies, policies or procedures.

As part of this process, content owners must:

- assess the accuracy, relevance and effectiveness of training content
- review and incorporate collated feedback from participants and stakeholders
- identify and document improvement opportunities
- confirm necessary updates in consultation with the Capability branch
- complete all review activities within the required timeframes.

The Capability branch is responsible for:

- coordinating the annual review process
- facilitating mechanisms for employees and stakeholders to submit feedback
- managing and implementing approved changes in collaboration with content owners
- assessing and approving requests to introduce new mandatory training requirements
- communication strategies to support training completion and changes as required.

Definitions

Term	Definition
Content owner	The business unit responsible for the content and review of the subject or topic within a mandatory training program and any relevant supporting learning materials
External contractor	Anyone contracted to perform specific tasks for the department (e.g. tradesperson). And those tasks include both operational and professional services
Employee	For the purpose of this procedure, an employee is defined as any departmental employee, whether permanent, temporary, full-time, part-time or casual, or a contractor whose duties are similar to those of departmental employees.
Leader	For the purpose of this procedure, a leader is defined as an employee who holds a position responsible for guiding and overseeing a team. This includes roles such as principals, directors, and managers

Term	Definition
Mandatory training program	A program mandated by legislation or the department to be completed by all employees or a large cohort of employees, or for a specific role, activity or location
Preservice teacher or other individuals on tertiary placement	Anyone undertaking a course of study who needs to complete a professional experience, practical or clinical placement to meet the requirements of their degree, award program or award qualification
Stakeholder	A person with a specific interest in the mandatory training program/s
Subject matter expert	A person or team with authority in a particular area that provides guidance to content owners ensuring content included in mandatory training programs is accurate and relevant
Visitor	Any person, other than an employee, who, on a one-off or regular basis: • visits a state school or State Delivered Kindergarten; or • has contact with students or children off-site or online; in order to provide services to a state school or State Delivered Kindergarten. This includes volunteers and external contractors such as guest speakers, preservice teachers and people assisting in the tuckshop, on excursions or at sporting activities. For Reportable Conduct Scheme purposes, these are workers.
Volunteer	A volunteer is anyone who works for free under the direction and supervision of the school, SDK and/or an established agreement (e.g. P&C member, assisting in the tuckshop, uniform shop, schools events or excursions).

Legislation

- *Public Sector Ethics Act 1994* (Qld)
- *Public Sector Act 2022* (Qld)
- *Human Rights Act 2019* (Qld)

Delegations/Authorisations

- Nil

Policies and procedures in this group

- Employee performance and development 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
- Mandatory training (DoE employees only)
- Performance and development resources (DoE employees only)
- Records management procedure
- Information security procedure
- Student protection procedure
- Workplace health, safety and wellbeing procedure
- Equity and diversity plan

Contact

For further information, please contact:

Capability branch
Email: SSandCC@qed.qld.gov.au

Review date

20/04/2029

Superseded versions

Previous seven years shown. Minor version updates not included.

2.0 Management and completion of mandatory all-staff training program

1.0 Management and completion of mandatory all-staff training program

Creative Commons licence

Attribution CC BY

Refer to the Creative Commons Australia site for further information