

## 2.13. Staff Training and Development

### 1. Recruitment Selection Criteria

- CBCS ensures qualified staff are employed to perform the required duties for each position.
- Carers are preferred to have prior aged care experience, must have Certificate III or IV in Aged Care or equivalent, and must have a satisfactory police certificate.
- Selection of other employees must adhere to selection criteria outlined in respective position descriptions.

### 2. Identifying and reviewing education and training needs

- CBCS offers an orientation program, workplace induction and orientation system to all new staff.
- The Staff Development Coordinator or Clinical Nurse Educator identifies training needs via annual training and the education needs survey, referrals from managers following staff appraisals and performance reviews, consultation with other executive staff, directives from the Board of Directors, internal quality activities results or incident reports.
- To enhance staff knowledge and skill in key performance areas CBCS supports external training. Opportunities for external education, networking meetings and conferences are discussed at management meetings. External education opportunities are then displayed in the staff room or announced to staff at meetings. The company meets costs for attending the courses, and managers adjust rosters to enable staff to attend the course etc dependent on staffing flexibility and budget availability.

### 3. Planning and Delivery of Education

- An Organizational Education and Training Calendar is used to manage the running of the training programs so that staff attendance can be maximised.
- Staff are informed of relevant education and training through monthly staff meetings, email, memos, noticeboard etc.
- Orientation Program: All commencing staff attend an orientation session that provides an overview of CBCS's mission and values; administration and human resource information, education policies, uniform policy, and WH&S induction including a physical work-through covering locations of fire safety equipment, emergency procedures and exits, break glass alarms, personal protective equipment, chemical storage etc.
- Competency training, assessment & clinical orientation is conducted and monitored by the Staff Development Coordinator or Clinical Nurse Educator where theories would be covered close to the new staff's employment and followed up with a staff competencies assessment within a reasonable timeframe.

- Elective Education and Training Program has been designed to meet the needs of staff, management and industry requirements. The content is determined through staff surveys, management observation, performance reviews, or change in regulatory and industry requirements. These training modules may be delivered in a classroom setting, small group sessions, one-on-one contact, or via flexible self-paced training packages or Aged Care Channel broadcasts. Participation in elective topics is encouraged.
- Annual Mandatory Education Program - CBCS management has identified a number of topics on which all employees must receive education once every 12 months (for professional continuous improvement or compliance reasons). Repeated sessions and roster adjustments may be organised to ensure maximum participation, subject to budget availability. Mandatory training modules may be delivered in a classroom setting, small group sessions, one-on-one contact, or via flexible self-paced training packages or Aged Care Channel broadcasts. Participation in mandatory education programs will be monitored by the Staff Development Coordinator or Clinical Nurse Educator to ensure target staff are compliant.
- External Education / Conferences - Benefits in these areas will normally only be available to permanent staff, working at least 24 hours per week. However, in special circumstances, staff working less than 24 hours per week may be considered eligible if it is deemed by management that there will be significant benefit to CBCS from their attendance. The Director of Care, Facility Manager, General Services Manager or Finance & Administration Manager may recommend to the Chief Executive Officer extending the benefit to a specific staff member who works less than 24 hours per week where these special circumstances exist.

Managers may recommend staff members to attend external education or conferences or staff members may request to attend the same. Application for attendance must be made to the Staff Development Coordinator who will determine approval based on budget availability, managers' recommendation and agreement.

Staff undertaking a formal course of study can apply for assistance from CBCS if it is determined that the course will directly benefit CBCS. Assistance will take the form of reimbursement and benefits detailed below. All applications must be approved by the Chief Executive Officer.

#### 4. Reimbursement

Course fees, registration fees, travel and accommodation expenses may be reimbursed if

- the staff member is required to attend the external education or conference by his/her manager, or
- the course or conference is approved by the manager because it is deemed beneficial to improve the staff member's work skill and knowledge.

Other benefits available to staff for formal courses approved by the Chief Executive Officer are:-

- One(1) study day before each exam period;
- Examination leave on the day of any exam;
- Up to \$250 per annum reimbursement for cost of text books;
- 50% of course fees, up to a maximum of \$500 per annum
- Staff undertaking formal courses should advise the appropriate manager (Director of Care, Facility Manager, General Services Manager, Finance & Administration Manager or Chief Executive Officer) at the time of commencing the course. Examination dates must be advised to the manager as soon as possible to enable appropriate staff relief arrangements.

## 5. Non-Compliance

Non-compliance with the mandatory education program may result in disciplinary action.

CBCS reserves the right to recover paid course fees or registration fees from staff members who did not attend external education or conference without providing advanced notice or legitimate reason.

Signature:



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