

Staff Recruitment and Professional Development Policy

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1. Policy Objective

The policy is designed to ensure that:

- a. RGIT continuously assesses the human resource (HR) requirements to ensure adequate staff are employed to meet the institute's operational needs.
- b. New staff are qualified and experienced to perform their duties.
- c. Relevant information about the provider and its obligations under the Standards for RTOs 2015, *ESOS Act 2000* and other legislation are communicated and understood by new and existing staff.
- d. Existing staff are provided with professional development opportunities appropriate to their role.
- e. Staff performance is monitored, appraised and communicated to each employee.

2. Scope

This policy will apply to the recruitment and ongoing performance management of all RGIT full-time, part-time and casual employees, including academic staff members.

3. Responsibility

- The Human Resources Department is responsible for overseeing the recruitment of new staff and organising their induction.
- The Operations Manager and Departmental Heads together with HR team are responsible for implementing the professional development and performance management requirements for all staff. Course Coordinators will work closely with the Academic Heads to monitor academic staff performance and to implement academic staff professional development.

4. Policy Statement

4.1 Recruitment

- The HR Department, in consultation with Departmental Heads and/or other staff, continuously assesses staffing needs across all departments to ensure RGIT has sufficient and appropriate staff to support its operations.
- Where a need for new staff is identified, the Department Manager submits a New Staff Request Form to the HR Department. The identification of a need for additional staff is triggered via a range of methods including:
 1. Trainers: prior to the commencement of a new term, the Course Coordinator or Academic Head reviews student enrolments in each course and identifies that insufficient academic staff are currently employed to meet expected student numbers. The process for determining the number of trainers required for a new term commences at least one month prior to the term commencement to ensure sufficient time is provided to recruit staff.
 2. Student Support Staff: the Student Services Manager observes that current student support staff numbers are not adequate to meet the student numbers. A request is made by the Student Services Manager for new staff to be employed or, otherwise, if

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appropriate, for existing staff to be re-deployed into the role of Student Counsellor/Support Staff.

3. Marketing staff: the Marketing Manager observes that there is a need for additional staff because, for reasons such as, certain areas of the market are being neglected due to lack of appropriate staffing.
 4. Managers | other support staffs: Managers feel that they are under great pressure and are unable to complete all required tasks adequately and within reasonable timeframes. The manager submits a request for an assistant or specialist staff, such as a Compliance Officer, to ensure the Manager is able to carry out his or her duties to a suitable standard.
- New staff are recruited either through advertising on the internet or through other sources available to the provider (Job search portals, internal newsletters, internal notice boards, organisation website e.t.c).
 - The job advertisement will display key essential criteria such as qualification requirements and position responsibilities.
 - Trainers and Assessors must meet the qualification requirements of Standard 1.13 in Standards for RTOs 2015 which includes the requirement to either hold a Certificate IV in Training and Assessment or a qualification in adult education at a Diploma or higher level.
 - All applicants must supply an updated resume/CV and original copies of relevant qualifications.
 - The HR Officer and the relevant Departmental Manager will review candidate applications for suitability and appropriateness.
 - Selected candidates will be requested to attend a job interview with a panel consisting of the HR Officer, the relevant Departmental Manager and other staff, if applicable. During the interview, candidates will be questioned about previous work experience, as well as their understanding of the responsibilities related to the advertised position.
 - The Candidates during the first round of interview may also go through a written assessment if necessary.
 - Depending on the role, the selected candidate will then be called for the final interview with the senior management.
 - Candidates who are successful in the job interview will have at least two of their references checked either via telephone or an email by the HR Officer and/or the relevant Departmental Head. The checks aim to verify the candidate's details and to attain a better insight into the applicant's suitability.
 - Training staff must have their competencies assessed, mapped and signed-off as satisfactory by the relevant Course Coordinator against the relevant staff matrix. To validate the evidences provided, the Course Coordinator/Head and the HR Officer will complete a Staff Qualification and Experience Verification Check. After the employee's verifications are deemed satisfactory, they will be provided with an offer of employment. The following are required to be satisfied:
 - a) Verification of industry experience and qualification
 - Training staff must provide evidence that they possess the relevant industry skills and knowledge equivalent to the level of the course that the Trainer and/or Assessor will be teaching.

In addition, the candidate needs to provide evidence of industry experience that is no older than two years.

- Supporting documentation to verify industry evidence can be in the form of a reference letter from an employer, on the company letterhead, specifying the candidate's position, period of employment and duties, along with the employer's signature.
- If training staff are unable to provide supporting documentation, then they will be required to provide of previous employers' details and RGIT will contact them to verify the respective details.

b) Qualification verification

- Training staff must provide original copies of their relevant qualifications. The HR Officer will endeavour to the best of their ability to verify that the person's qualification is a genuine document. This can be through contacting the provider named on the person's qualification. The HR Officer, in consultation with the relevant Course Coordinator or Head, will verify and sign-off on the Staff Qualification and Experience Verification Form. Where a qualification has been issued from an education institution that is no longer current (i.e. closed down), the HR Officer will retrieve the institute's course records from training.gov.au and cross reference the details with the certificate provided – i.e. check whether the institute's registration was valid and the course was on scope at the time the certificate was generated.
- Successful candidates will also be required to provide proof of right to work (i.e. proof of residency) and personal identification which will be verified and maintained by the HR Officer.

4.2 Induction

A three-part induction (general, Information Technology (IT) support and academic) will occur by the first day of employment.

a) The HR Officer and the Peer Support Officer provides a general induction on:

- RGIT's goals and objectives and the multicultural environment
- building access, security, provision of assets needed for the performance of their duties and attendance recording procedures
- tour of the building, indication of facilities (i.e. lunchroom, kitchen and toilets)
- overview of department structure and operations
- introduction to colleagues
- Occupational Health and Safety policies and procedures
- quality assurance and confidentiality responsibilities
- probationary and annual performance review processes
- staff training calendar
- forms and documents
- HR Management System training
- management styles and communication methods
- employee handbook
- general employee expectations
- leave policy and procedures
- staff ID card

- workstation
- dress code

b) The IT support induction includes:

- printer and photocopy facilities training
- computer account access and usage training
- network/google drives access and usage training
- email training (i.e. internal MS Outlook set-up, external Webmail access and signature set-up)
- internal phone training
- access to RGIT's website policies and procedures
- access to RGIT's staff intranet (i.e. accessing forms and PD submissions)
- RTO Manager (i.e. RGIT's Student Management System) training

c) The Peer Support Officer and/or relevant Departmental Head provides an academic induction focusing on:

- RGIT policies, procedures, information, plans and other documents
- information on relevant legislation (i.e. Standards for RTOs 2015, ESOS Act 2000)
- position description (i.e. roles and responsibilities)
- staff matrix i.e. overview and completion
- training packages and competency-based training and assessment
- delivery processes (i.e. timetabling and learning resources)
- course progress policies and procedures
- attendance and assessment policies and procedures (i.e. marketing attendance, grading, submission of results, use of assessment tools and marking guides, assessment validation processes)
- record keeping processes (i.e. attendance registers and records of assessments)
- course/competency review process
- monitoring student academic progress
- identifying students at risk and interventions
- student services
- recognition of prior learning policies and procedures
- information provided to students
- language, numeracy and literacy support
- withdrawal
- complaints and feedback
- privacy
- student discipline
- trainer supervisor/director supervisor arrangements (if applicable)
- relevant information on student group

4.3 Professional Development

Academic staff are expected to engage in at least two professional development activities annually. For VET Trainers, one activity is to focus on educational pedagogy and the other on developing and enhancing the Trainer's industry skills and currency.

RGIT conducts in house professional development opportunities regularly for all staff.

All RGIT staff are strongly encouraged to engage in both internal and external professional development activities.

Evidence of Trainer participation in professional development activities are to be placed in the staff members' file.

Trainers are required to update their resumes and staff matrix annually to reflect their participation in industry and educational professional development activities.

4.4 Staff Monitoring

The Academic Heads work closely with Course Coordinators to conduct academic staff reviews. Academic staff reviews focus on a range of topics including:

- a. academic staff duties, concerns, development activities and professional goals
- b. academic staff adherence to RGIT's policies and procedures relating to course delivery
- c. exploring ways in which RGIT can support academic staff to improve and enhance their opportunities to become more effective trainers

A formal staff performance appraisal is conducted annually, during which, staff meet with their respective supervisor(s) to review their performance and discuss actions to improve the staff members' contribution.

The staff appraisal meeting outcomes are documented and placed in the staff members' file. A copy is also provided to the staff member.

Staff performance is monitored continuously and support and feedback provided where appropriate.

4.5 Assessors

Where a person conducts assessments only, they must satisfy the following conditions:

- a. hold a TAE40110 Certificate IV in Training and Assessment or a diploma or higher level qualification in adult education or the skill set in TAESS00001) Assessor Skills set or its successor;
- b. have vocational competencies at least to the level being delivered; and
- c. have current industry skills directly related to the content delivered.

4.6 Supervision of Trainer where needed

An individual who is not a qualified trainer and assessor, must be supervised and, at a minimum, satisfy the following conditions:

They must hold the following:

- Enterprise Trainer Skill Set (in either mentoring or presenting), and/or
- Enterprise Trainer and Assessor Skill Set.

The Supervising Trainer must have demonstrated relevant vocational competencies to the level being assessed, have current industry skills and hold either a TAE40110 Certificate IV in Training and Assessment, or a diploma or higher level qualification in adult education. The Supervising Trainer/assessor is accountable for all training provided by the Trainer under supervision and for the collection of assessment evidence. A qualified assessor may make assessment decisions in conjunction with the person being supervised, who may gather some or all of the relevant evidence. The supervising trainer and assessor:

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- is responsible for the quality of training delivered
- makes all final decisions about assessment outcomes.