



PP-36 Staff Management Policy & Procedures

Contents

Purpose	1
Policy	1
Procedures	2
1. Recruitment, selection and appointment	2
2. Staff files	4
3. Induction	4
4. Performance reviews	5
5. Performance management	6
6. Termination or resignation	6

Purpose

This policy and procedure ensure that Australian Institute of Science and Technology (AIST) has a transparent approach to managing staff recruitment, induction, performance, and end of employment. It also ensures a consistent approach to record keeping.

It does not directly link to any Standards however it contributes to demonstrating compliance with Clause 8.6 of Standard 8.

Policy

1. Australian Institute of Science and Technology (AIST) is committed to recruiting, selecting and managing its staff in a fair, equitable, respectful and transparent manner.
2. Staff will be recruited into Australian Institute of Science and Technology (AIST) to meet organisational goals and objectives. A wide pool of candidates will be sourced, and selection is based on merits.
3. Where an educator/assessor role is being recruited, Australian Institute of Science and Technology (AIST) will ensure the applicant meets the qualification and experience requirements outlined in the *Skilled Educators and Assessors Policy & Procedures*. Individuals involved in training who are not suitably qualified will also be supervised in accordance with the mentioned policy.
4. All staff have a position description which outlines the key job functions and responsibilities of the position.
5. Staff are expected to act dutifully, professionally and ethically in fulfilling their roles and must abide at all times with Australian and relevant state legislation and regulations. Staff will be advised of any changes in legislation that may affect their role and how the changes impact them.
6. All staff are inducted into the organisation through a planned induction process and this is documented on an induction plan.
7. All records in relation to a staff member will be held in a staff file which will be stored securely and treated confidentially.



8. Staff will participate in regular performance reviews which are an opportunity to provide and receive constructive feedback and discuss goals, plans and progression where appropriate.
9. Staff are expected to participate in appropriate professional development relevant to their role as agreed to with their manager. Educators/ Assessors are expected to meet the requirements for professional development as outlined in the Standards and in the *Skilled Educators and Assessors Policy & Procedure*.
10. Staff must apply in writing for annual leave at least two weeks in advance from the intended leave which will be approved at the discretion of the CEO based on team work priorities and schedules.
11. Any staff performance issues will be appropriately managed by Australian Institute of Science and Technology (AIST) through performance management plans, meetings, verbal warnings and written warnings where required.
12. The CEO may terminate employment due to a staff member's unsatisfactory performance after first following the performance management procedures outlined below. Termination may also occur due to abandonment of employment and/or serious misconduct.
13. In the case of resignation, staff are expected to give at least two weeks' notice of their resignation in writing.

Procedures

1. Recruitment, selection and appointment

Procedure	Responsibility
Develop/finalise position description <ul style="list-style-type: none">• Ensure there is an appropriate Position Description for the position. Ensure all information in the Position Description is accurate and identifies key responsibilities of the role.• If a position description for the role has not been developed previously for this position, ensure the appropriate template and format is used.• Seek approval of Position Description from the CEO prior to finalization.	CEO
Advertise position <ul style="list-style-type: none">• Develop an advertisement appropriate for the medium to be used.• Include key responsibilities of the job, information about the type of candidate sought, selection criteria etc.• Advertise position using preferred mediums – Seek, My Career, newspaper etc.	CEO
Shortlist candidates <ul style="list-style-type: none">• Develop a shortlist of applicants based on quality of application and the information supplied and their suitability to the role.• Check that shortlisted applicants have the mandatory qualifications required of the position or the ability to obtain them – refer to <i>Skilled Educators and Assessors Policy and Procedures</i> for educators/assessors.	CEO



Procedure	Responsibility
<ul style="list-style-type: none"> Contact shortlisted candidates for phone discussion and/or to arrange an interview. 	
Conduct interviews <ul style="list-style-type: none"> Interviews will be conducted by the line manager of the new position, Education Manager and/or CEO or other staff as relevant. All interviewees will receive the same line of questioning and key points of responses will be documented. For educators/assessors, check during the interview they hold the required qualifications and experience and make copies of documents where possible. 	CEO
Complete reference checks of successful applicant. <ul style="list-style-type: none"> Complete at least two reference checks for the applicant selected from the interviews. Referees must be recent and able to answer a wide range of questions about the candidate's suitability for the role. Use the <i>Reference Check Form</i> to document discussions. During the reference check, confirm the information provided during the interview by the candidate with the referee (where possible). Confirm information provided on CV with referee where possible. Reference checking process may occur for a number of candidates to inform final selection. 	Relevant manager / CEO
Make offer <ul style="list-style-type: none"> Once successful candidate has been selected, make a verbal offer to the candidate. Once details are verbally agreed to by the candidate, a Letter of Offer can be provided. Provide a letter of offer to the successful candidate using the template. The letter should outline the title of the role, salary, start date and include a copy of the Position Description and Employment Agreement. Include any documents/information they should bring with them on their first day. 	CEO
Create file <ul style="list-style-type: none"> Create file in accordance with below and keep all documents from recruitment and selection process in the file. 	Relevant manager / CEO



2. Staff files

Procedure	Responsibility
Create staff file <ul style="list-style-type: none">Set up a staff file.Label with SURNAME, First name.Use the <i>Staff File Checklist</i> to record which documents have been filed.	Relevant manager / CEO
Maintain staff file <ul style="list-style-type: none">The <i>Staff File Checklist</i> should be used to ensure that all documents and paperwork required from a staff member are received.<ul style="list-style-type: none">CVs should be signed by the staff member.For educators/assessors, certified copies must be on file of all qualifications relating to delivery and training and assessment – <i>refer to Skilled Trainer and Assessor P&P</i>.For educators/assessors, a skills matrix and Professional Development Plan must also be on file.Ensure the following are also received and recorded/acted upon appropriately:<ul style="list-style-type: none">Staff Details FormSuper Choice Form (where applicable)Signed Position Description /Employment AgreementBank detailsWorking with children check (where the staff member is working with under 18-year old)TFN Declaration (where applicable)File all documents relating to a staff member during their employment in the file.Ensure documents received are processed accordingly.	Relevant manager / CEO

3. Induction

Procedure	Responsibility
Induction plan <ul style="list-style-type: none">Create an Induction Plan relevant to the role based on the <i>Induction Plan</i> template.Details of the induction must be recorded on the plan as it is conducted.Key components of the induction are:<ul style="list-style-type: none">Requirements of the role	Relevant manager / CEO



Procedure	Responsibility
<ul style="list-style-type: none">– Organizational expectations, goals, objectives– Policies and procedures – provide a copy of all for reading– Legislation and regulations that affects role– VET Quality Framework – Standards for RTOs– Record keeping– Health and safety<ul style="list-style-type: none">– Professional development – plan must be developed for educators/assessors– Supervision plan must be developed for individuals involved in training who are not qualified educators – refer to <i>Skilled Educators and Assessors P&P</i>	

4. Performance reviews

Procedure	Responsibility
Questionnaire <ul style="list-style-type: none">• Conduct performance reviews prior to the end of the probationary period and annually thereafter unless there is a reason to conduct one sooner.• Prior to the performance review, ask the staff member to fill in the <i>Performance Review Questionnaire</i> to gather feedback about their role.• It should be returned to the manager at least 1 day prior to the review.	Relevant manager / CEO
Conduct review <ul style="list-style-type: none">• Use the questionnaire to form the basis of the discussion.• During the review gather feedback from the staff member about their role, what their career objectives are, job satisfaction.• Provide constructive feedback to the staff member – recognize achievements, identify areas for improvement etc.• Document discussions.• Record in staff file.	Relevant manager / CEO



5. Performance management

Procedure	Responsibility
Initial verbal discussions <ul style="list-style-type: none">Where a supervisor/line manager is of the opinion that the staff member's performance is not satisfactory; the supervisor will have a verbal discussion with the staff member on the improvements required and develop strategies to address under performance.The staff member will be given 2 weeks to address areas of underperformance.A record of the discussion will be held on the staff member's file.	Relevant manager / CEO
Formal warnings <ul style="list-style-type: none">Where a supervisor believes that the verbal discussion did not bring about improvement to performance in the specified time, the supervisor will report this to the CEO and advise the staff member in writing.This will include:<ul style="list-style-type: none">Areas of unsatisfactory performanceThe nature of improvement required within timeframesThe date proposed for reviewThe support to be provided to the staff member to assist them in improving.A copy of the warning will be held on file.The staff member should be given the opportunity to respond.In accordance with legislation and the Fair Work Act, a staff member may be terminated for continued unsatisfactory performance.Refer to legal /professional advice about the number of warnings to be provided.	CEO & relevant manager/supervisor /
Review performance <ul style="list-style-type: none">Review performance in line with timelines given to staff member to decide whether performance has reviewed.Keep a record of all discussions and communication with staff member about underperformance.	Relevant manager / CEO

6. Termination or resignation

Procedure	Responsibility
Termination or resignation <ul style="list-style-type: none">Where a staff member is terminated or resigns from their position, this must be recorded appropriately.Update pay records.Ensure a copy of end-of-employment documents are held on file.	CEO



Australian Institute of Science and Technology

RTO Code: 30645 CRICOS Provider Code: 03677G

ABN: 13 103 369 151 ACN: 103 369 151

Level 2, 206–208 Liverpool Road, ASHFIELD NSW 2131 Australia

Ph: +61 2 8021 3335

www.aist.edu.au

info@aist.edu.au

Procedure	Responsibility
<ul style="list-style-type: none">• Cancel passwords and access codes.• Organise final payout of annual leave if applicable.• Prior to the staff member leaving organize an Exit Interview to gather feedback from the staff member about their role and reasons for leaving.• Document discussions on file. Ensure any improvements identified during the Exit Interview are contributed to Continuous improvement cycle in accordance with Quality Management Policies and Procedures.	