



**OZFORD COLLEGE OF BUSINESS**  
**RTO No. 21442 (CRICOS: 02573B)**

**Human Resources**

**Policy and Procedures**

## Table of Contents

<b>1.</b>	<b>HUMAN RESOURCE MANAGEMENT .....</b>	<b>3</b>
	Employment Obligations.....	3
<b>2.</b>	<b>PURPOSE .....</b>	<b>3</b>
<b>3.</b>	<b>RECRUITMENT OF STAFF .....</b>	<b>3</b>
<b>4.</b>	<b>SELECTION .....</b>	<b>4</b>
	4.1 Short listing .....	4
	4.2 Telephone Interviews (Optional) .....	4
	4.3 Face to face interviews (Compulsory).....	4
	4.4 Checks for referees (Compulsory).....	5
	4.5 Notifying Preferred Interviewee .....	5
	4.6 Notifying Unsuccessful Interviewees .....	5
	4.7 Disposal of Applications .....	5
	4.8 Staff Appointment Procedures .....	5
<b>5.</b>	<b>INDUCTION AND ORIENTATION OF NEW STAFF .....</b>	<b>6</b>
<b>6.</b>	<b>STAFF TRAINING AND DEVELOPMENT .....</b>	<b>6</b>
<b>7.</b>	<b>PERFORMANCE AND PROFESSIONAL DEVELOPMENT APPRAISAL .....</b>	<b>7</b>
<b>8.</b>	<b>UNSATISFACTORY PERFORMANCE MANAGEMENT .....</b>	<b>8</b>
	8.1 Verbal Warning .....	8
	8.2 Written Warning .....	8
	8.3 Final Warning .....	9
<b>9.</b>	<b>TERMINATION OF EMPLOYMENT .....</b>	<b>9</b>
	9.1 Resignation.....	9
	9.2 Staff Member Exit Procedure.....	9
	9.3 Instant or Summary Dismissal.....	9
<b>10.</b>	<b>STAFF RECORDS .....</b>	<b>10</b>
	10.1 Content of Files .....	10
	10.2 Privacy and Confidentiality Provisions .....	11

## 1. HUMAN RESOURCE MANAGEMENT

### Employment Obligations

Ozford aims to fully comply with all relevant legal obligations. In employing staff, this includes minimum award provisions and legislation covering:

- Equal Opportunity and Anti-discrimination;
- Workcover;
- Occupational Health and Safety.

Ozford encourages notification by staff of any suspected or actual breach of these obligations to ensure this is rectified as quickly as possible.

All Commonwealth and State Legislation relevant to the organisation's employer obligations must be observed. Common law responsibilities also apply, as do the current organisation employment policies as approved by the Executive Team.

## 2. PURPOSE

This policy is designed to enable Ozford to recruit and maintain a workforce of appropriately skilled, qualified and competent staff able to fulfil Ozford's objectives.

Ozford does not engage any individual who is not fully qualified to be a trainer and assessor. There are, therefore, no 'assessment only' trainers or staff under supervision.

## 3. RECRUITMENT OF STAFF

On approval of the Academic Director, the Head of Education Programs will arrange for preparation of an Online Job Ad Placement Form and the Job Description which is sent to the Student Services Manager to be placed on the Ozford website.

An advertisement will be created and placed on an online job recruitment website.

If advertising online is unsuccessful within six weeks or longer, the recruitment agency contracted to Ozford may be used.

### ***All Job Descriptions will provide information on the following areas:***

- Position title;
- Context for position (background information);
- Load of the position;
- Period of employment;
- Accountability;
- Duties;
- Selection Criteria (SC) – this is preferred but not essential.

The Head of Education Programs, VET Coordinator, or nominated delegate, is responsible for ensuring that Job Descriptions are up-to-date and reviewed.

The support and supervision process and performance appraisal system is also used to monitor the relevance of Job Descriptions, as required.

## 4. SELECTION

### 4.1 Short listing

Each candidate will be shortlisted according to how well they meet the job description or selection criteria.

### 4.2 Telephone Interviews (Optional)

Will be carried out with candidates shortlisted from CVs. Candidates will be told that they will be contacted if we wish to conduct a formal interview (refer to the Trainer/Administration Telephone Interview Form).

### 4.3 Face to face interviews (Compulsory)

#### ***Preparation for interview by panel:***

- Questions based on selection criteria as described in job description;
- Specific questions for the interview are recorded in the Face to Face Interview Record.

#### ***Preparation by interviewee***

- Prior to a face to face interview all short listed applicants for trainer/teacher positions will be requested to complete and submit to Ozford a VET Teaching Staff Matrix and Checklist.

#### **For VET Trainers/ Teachers Only:**

##### **Interview Panel:**

A minimum of one vocational background staff must be involved in the interview; it usually means the Head of Education Programs and the VET Coordinator(s).

A Face to Face Interview Record must be filled in by the interviewer(s);

#### **Qualification and industry experience required for VET trainers/ teachers**

All VET trainers/teachers must meet the following essential requirements

- Hold a suitable training qualification (Note: for TAE delivery, Diploma or above is required)
  - TAE 40110 Certificate IV Training and Assessment or its successor.
  - TAE50111 Diploma of Vocational Education and Training or its successor; or
  - TAE50211 Diploma of Training Design and Development or its successor; or
  - A higher level qualification in adult education.
- vocational competencies at least to the level being delivered and assessed;
- current industry skills directly relevant to the training and assessment being provided (*Have a minimum two (2) years vocational work experience in the relevant Industry*)
- current knowledge and skills in vocational training and learning that informs their training and assessment
- Demonstrate that they have undertaken and plan to undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment
- Demonstrated capacity to work within a workplace team
- High level verbal and written communication skills
- Excellent presentation and training skills
- Demonstrated commitment to continuous improvement.

#### 4.4 Checks for referees (Compulsory)

Applicants will be informed during the selection process that any offer of employment will be subject to reference checks.

**Referee Checks** - At least one industry reference check will be made. Reference check is usually either completed by the VET Coordinator or their assistant. The industry reference checks will particularly seek to confirm the industry currency of the applicant in relation to each and every unit list on the VET Teaching Staff Matrix and Checklist – more than one employer may need to be contacted to confirm industry currency for all units.

**Qualifications Checks** - All appointees will be required to provide either

- original qualifications which will be copied and signed and dated by an approved Ozford staff member with a statement “original sighted” as proof of verification of the original copy being sighted and the originals will be returned to the applicant or
- formally certified copies of qualifications which will be retained by Ozford.

#### 4.5 Notifying Preferred Interviewee

- Before an offer of employment is made to any preferred interviewee, all necessary reference checks must be made;
- The successful applicant will be offered the position in writing once a VET Teaching staff skills matrix has been completed by the applicant and feedback from referees has been deemed satisfactory by the selection panel;
- Any offer of employment must always be made with the condition that it is subject to agreement on salary level and acceptance of the probationary period;
- A salary level will be offered in accordance with the applicant's qualifications, experience and the award;
- There will also be discussion about starting date and the process for induction;
- The offer will be put in writing with a request that the successful applicant notifies Ozford in writing of their acceptance of the offer, by the specified date.

#### 4.6 Notifying Unsuccessful Interviewees

Unsuccessful applicants will be notified via email. Interviewees will be told that they will be notified if Ozford wishes to proceed further with their application.

#### 4.7 Disposal of Applications

All applications submitted become the property of Ozford. Unsuccessful applications and interview record forms will be destroyed two weeks after emails to unsuccessful applicants have been sent out. The application of the successful interviewee will be kept in the new staff member's personnel file.

#### 4.8 Staff Appointment Procedures

**Successful applicants will be notified and an offer of employment made.**

A New Staff Contract Request form is raised to the Payroll Officer in preparation of the employment contract to be signed (Refer to the New Staff Contract Request form and New Staff Service request Form).

Staff selected shall be offered the position in writing stating the salary and conditions, hours, duration of position and probationary period.

The appointee then confirms in writing their acceptance of the terms and conditions of the employment contract prior to commencement of the position, and by the specified date.

**For VET Trainers/ Teachers Only:**

All offers of employment will be based on the units specified in the VET Teaching Staff Skills Matrix and Checklist where industry currency has been confirmed by industry reference checks.

## **5. INDUCTION AND ORIENTATION OF NEW STAFF**

Induction or orientation procedures will be conducted for all new staff (refer to the VET Induction Program and Checklist for more details). The induction checklist must be signed and returned to the staff file after the induction.

The Head of Education Programs and VET Coordinator are usually responsible for conducting VET teaching staff orientation.

**The following points provide a guide/checklist of areas that must be included as an orientation process for all new staff members**

### **General Information**

- Provide a guided tour of the office and specific campus. Introduce the staff; encourage a staff lunch or morning tea;
- Show them their workstation;
- Introduction of the VET Coordinator;
- Using the phone and phone messages;
- Meeting rooms and bookings;
- Refer to the VET Teaching Staff Induction Program/ Checklist.

### **Staff Handbook**

All staff are to be given a copy of the Staff Handbook during induction and major items in the handbook will also be explained in the orientation program.

### **Oxford Policies and Procedures**

All staff are to be shown the location of Oxford website and intranet which have the policies and procedures and are directed to read them.

## **6. STAFF TRAINING AND DEVELOPMENT**

Professional development means activities that develop and/or maintain an individual's skills, knowledge, expertise and other characteristics as a trainer or assessor. This includes both formal and informal activities that encompass vocational competencies, currency of industry skills and knowledge and practice of vocational training, learning and assessment, including competency based training and assessment. Examples of professional development activities include:

- participation in courses, workshops, seminars, conferences, or formal learning programs;
- participation in mentoring, professional associations or other learning networks;
- personal development through individual research or reading of publications or other relevant information;
- participation in moderation or validation activities; and
- participation in industry release schemes.

To support the ongoing professional development of all Oxford staff, to ensure the maintenance of a high level of student service and teaching practices, all staff are provided the opportunity to further their

professional skills and/or qualifications. The Coordinators and individual staff members are responsible for control and implementation of this policy and implementation of procedures.

- 6.1 The Head of Education Programs and VET Coordinator will have the role of informing staff of professional development opportunities, which in turn will reflect individual staff needs as identified in performance review.
- 6.2 The VET Coordinator will assist with coordinating and organising professional development activities for individuals and the whole College.
- 6.3 Staff are encouraged to seek from and provide professional development to other staff members within Ozford.
- 6.4 All staff attending professional development have a responsibility to report briefly to the remainder of staff about the activity and its benefits if required.

## **7. PERFORMANCE AND PROFESSIONAL DEVELOPMENT APPRAISAL**

- 7.1 The aim of the performance appraisal is to evaluate the performance of staff (only for full time staff or part-time staff who have worked for Ozford more than one year; casual teaching staff performance are measured by classroom observation) and provide feedback from the management on staff progress within the College and to provide feedback to staff about their performance. Staff are also given the opportunity to give feedback to the appraiser about any recommendations they may have in the College.

The Performance and Professional Development discussion is based on the Ozford's Staff Performance Standards. The discussion focuses on three areas – Professional Knowledge; Professional Practice; and Professional Engagement, including Ozford's purpose, vision and values. The discussion will consider recent performance and plans for further professional development

- 7.2 Performance appraisals are conducted by the VET Coordinators.
- 7.3 Procedures

### **General Staff Performance and Professional Development**

- 1 Staff are sent an email from the Head of Education Programs and VET Coordinators advising them that their performance appraisals are coming up.
- 2 The performance and professional development document is attached to the email.
- 3 The VET Coordinators sets aside two weeks for appointments to be made at the beginning of each semester to review the prior semester.
- 4 Staff are required to make appointment times within these two weeks.
- 5 Staff are required to submit their self-appraisals at least 1 week prior to their discussion meeting.
- 6 VET Coordinators schedule a meeting before all appraisals are conducted to document and discuss any issues regarding individual staff performance that need to be brought to the attention of the staff member in the appraisal meeting.
- 7 In the meeting appraisers go through the staff member's appraisal:
  - Staff are asked if there are any issues that they would like to bring to the attention of the appraisers.
  - Appraisers bring up any issues that they may have regarding the staff member's performance. Appraisers must always endeavour to provide positive feedback and recommendations.
  - Professional development activities are discussed.

- 8 Appraisers write the response for each staff member (refer to Performance and Professional Development document).
- 9 Each staff member receives a copy for their reference and a copy that they must sign and return to be placed in their personnel file.

### **Classroom Observation**

The completed classroom observations are read by the VET coordinators.

1. For casual VET trainers classroom observations are completed for each trainer by the VET Coordinators.
2. From the classroom observation, the observer will provide the trainer with constructive feedback, and trainer has the opportunity to reflect and clarify with the observer's feedback.
3. For serious concerns about a trainer's classroom teaching, the Coordinator will meet with the trainer about the concern and follow by another observation if it is deemed necessary. During the meeting, the trainer may be offered to observe a more senior trainer or change class or offered further training and other strategies which are deemed appropriate to assist the trainer to improve their teaching practices. Students Services Department may be asked to conduct an additional student survey for the class if it is deemed necessary.
4. If no improvement is noticed with the trainer and the classroom concerns are still not resolved, the trainer is referred to the Head of Education Programs for further meetings.
5. If after the meeting with the Head of Education Programs about effective strategies the concerns or issues from the trainer are still unresolved, then the VET Coordinator may consider the dismissal of the trainer (refer to performance management below).

We encourage new and inexperienced trainers to observe the more experienced trainers.

From the classroom observations, the amended version of general professional development plan will be consulted and developed with the senior trainers and course coordinators.

## **8. UNSATISFACTORY PERFORMANCE MANAGEMENT**

The following information outlines the procedures that shall be applied to situations of inappropriate or unsatisfactory performance and breaches of discipline by staff members.

### **8.1 Verbal Warning**

Where a VET Coordinator considers that disciplinary action is necessary, the VET Coordinator shall notify the staff member of the reason(s) and inform the staff member that she/he is being warned as part of a disciplinary process that may result in termination of employment.

The first warning shall be verbal and an entry recorded in the staff member's personnel file that such a warning has been given.

The staff member should be given the opportunity to sign the entry and be given a copy of the entry. If the staff member declines to sign the entry, the record will be endorsed to that effect by management.

### **8.2 Written Warning**

If the problem continues, the matter will be discussed with the staff member and a second warning in writing will be provided to the staff member and recorded on her/his personal file.



The staff member shall be given the opportunity to sign the entry and be given a copy of the entry. If the staff member declines to sign the entry, the record will be endorsed to that effect by the Academic Programs Manager.

### **8.3 Final Warning**

If the problem continues management will again discuss it with the staff member. If a final warning is to be given then it shall be issued in writing and a copy sent to the staff member and placed on the staff member's personnel file.

The staff member shall be given the opportunity to sign the entry and be given a copy of the entry. If the staff member declines to sign the entry, the record will be endorsed to that effect by management.

In the event of the matter recurring, then the employment of the staff member concerned may be terminated without any further warning

Nothing in these Disciplinary Procedures shall be taken to apply where an employer considers instant dismissal to be justified.

In parts 8.1, 8.2, and 8.3 of this procedure a "warning" shall include a clear statement of Ozford's specific concerns, the employer's expectations regarding resolutions of these matters and the times in which these are to be achieved.

## **9. TERMINATION OF EMPLOYMENT**

The following policies and procedures outline Termination of Employment, which may be instigated by the employer or by the staff member.

### **9.1 Resignation**

Resignations must be given in writing and staff need to give the required period of notice depending on the contract. Ozford will acknowledge resignations in person or via an email or a letter in writing;

Once the staff member's resignation has been accepted the Exit Procedure and Exit Interview process may be followed.

### **9.2 Staff Member Exit Procedure**

When a staff member leaves Ozford:

- An exit form will be filled in by the Head of Education Programs or their delegate.
- A written reference will be provided on request.

### **9.3 Instant or Summary Dismissal**

The Head of Education Programs has the right to dismiss any staff member without notice for conduct that justifies instant dismissal, including malingering, inefficiency, and neglect of duty or serious and wilful misconduct. Such acts include, but are not limited to:

- Theft;
- Fraud;
- Physical violence against a staff member or service user of Ozford;
- Staff members under the influence of alcohol or drug of dependence during working hours.
- An ASQA audit finding that determines that the VET Trainer/Assessor does not meet the Standards.

In such cases the Head of Education Programs must act as soon as s/he becomes aware of the problem and implement the following process:

- Collect the facts surrounding the incident. If this will take more than one business day the staff member should be sent home on full pay while the matter is thoroughly investigated. The staff member should be informed of the serious nature of the allegations under investigation;
- Give the staff member the opportunity to respond to the allegations. The staff member has the option of having a representative of her/his choice present at the meeting. Also present at the meeting should be the VET Coordinator and a member of the Executive Team.

If Ozford management is satisfied that the staff member has committed a serious and wilful offence, the staff member must be given a letter of termination and final payment before leaving the premises. The Head of Education Programs should receive all Ozford property (e.g. keys, resources etc.) before the staff member leaves.

If Ozford management is satisfied that there are extenuating or compassionate circumstances an action plan agreed between the staff member and the college is implemented.

## 10. STAFF RECORDS

### 10.1 Content of Files

***A file will be kept for each staff member including:***

- Job description;
- Verified trainers qualifications and industry experience;
- Copy of their job application;
- A copy of the letter of offer and the staff member's original letter of acceptance;
- Performance appraisal information if applicable;
- Any other matters relating to the person's employment including any disciplinary reports;
- Personal contact information including, address, phone and next of kin or contact person for emergencies.

#### **For VET Trainers/ Teachers Only:**

The following documentation will be held on file for all VET Trainers and Assessors

- A CV that has been signed by the staff member
- A skills matrix signed by the staff member
- A current position description
- Evidence of past professional development
- A future professional development plan for the current year signed by the staff member
- A record of contact with referees verifying that the experience/industry currency claimed by the staff member is valid. This record should also indicate the relationship between the referee and the trainer/assessor.
- Where necessary there is evidence of Australian recognition of overseas qualifications
- A current employment contract/agreement indicating the role of trainer /assessor
- Copies of assessor qualifications – verified by Ozford or otherwise certified
- Copies of vocational qualifications – verified by Ozford or otherwise certified

#### ***Accounts will keep:***

- Record of annual leave and other entitlements;
- Salary payments including salary packaging arrangements;
- Timesheets;
- Tax file number.

Any staff member may see their file at any suitable time to be arranged with the VET Coordinator or the Finance Head of Department.

## **10.2 Privacy and Confidentiality Provisions**

Personnel files will be kept in the finance office's locked filing cabinet at all times when not in current use.

Files are made routinely accessible to the Head of Department.

All confidential information that is no longer required that relates to students, staff, or any organisational activities are to be disposed by paper shredding.

Staff files or performance information are not disclosed or made available outside of Ozford authorised officers or those agencies which Ozford is required by law to provide such information, for example to authorised officers of ASQA, Department of Immigration and Border Protection, Department of Education and Training, Australian Taxation Office, without the express written permission of the staff member.

Written references for exiting staff members will be provided on request.

Written or verbal references will not be provided to third parties without the formal written notification/approval of the staff member concerned.