

Human Resources Policy and Procedure

1 HUMAN RESOURCE MANAGEMENT

Employment Obligations

Ozford English Language Centre (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.
- Child safety and Worker Screening (WWCC)

This policy also addresses the Victorian Child Safe Standards.

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 appropriate skilled, qualified and competent staff able to fulfil the organisation's objectives.

3 RECRUITMENT OF STAFF

On approval of the Academic Director/Principal or other delegated officer the ELICOS Head of Department (HOD) will complete an Online Job Ad Placement Form and the Job Description and forward them to the main reception to be placed on the online website. An advertisement will be created and placed on an online advertisement website. If advertising on online is unsuccessful within six weeks or longer, the recruitment agency contracted to Ozford may be used.

All applicants for jobs that involve child-connected work for Ozford will be screened for child suitability work and informed about the school's child safety practices (including the code of conduct). This information is available in the policy directory on Ozford's website.

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;

- A clear statement that sets out:
 - the job's requirements, duties and responsibilities regarding child safety; and
 - the job occupant's essential or relevant qualifications, experience and attributes in relation to child safety.
- Selection Criteria – this is preferred but not essential.

The HOD or nominated delegate, is responsible for ensuring that Job Descriptions are up-to-date and reviewed.

All staff must have appropriate history of working involving children and have a valid working with children clearance.

The ELICOS leadership team holds the following minimum qualifications and experience:

- a recognised degree or equivalent
- a TESOL qualification at postgraduate diploma level
- a robust knowledge of and experience in English language teaching
- experience in leading and managing people

All ELICOS Teachers must meet the following essential requirements:

- Bachelor degree or appropriate qualifications as stipulated by the regulating authority
- qualifications in TESOL or applied linguistics at least one level higher than is awarded for the course of study ie. Certificate IV or above
- knowledge of contemporary developments in TESOL
- skills in contemporary TESOL teaching, learning and assessment principles

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;
- Questions to address the person's suitability for working with children
- 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 Teaching Staff Matrix and Checklist

All teachers:

- Demonstrated capacity to work within a workplace team
- High-level verbal and written communication skills
- Can provide proof of personal identity and any professional or other qualifications;
- Have an appropriate history of work involving children
- Excellent presentation and training skills
- Demonstrated commitment to continuous improvement
- Demonstrated industry currency.

4.4 Re-advertising

- The Selection Panel may decide to re-advertise positions where no suitable applicants were recommended for appointment;
- In such circumstances, the advertisement will include the statement "previous unsuccessful applicants need not apply".

4.5 Verification Checks for referees, qualifications and verification of WWCC (Compulsory)

Applicants will be informed during the selection process that any offer of employment will be subject to reference checks. The references sought will be used to assess the person's suitability for the job and working with children.

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, the originals will be returned to the applicant or
- formally certified copies of qualifications which will be retained by Ozford.

Working With Children Clearance verification

All working with children clearance cards will be verified by using the Working With Children Victoria website 'Check status' service which allows Ozford to check the status, type and expiry date of a person's card or application. This service does not reveal any personal information about the applicant or cardholder.

The service may be accessed at the following link:

<https://online.justice.vic.gov.au/wwccu/checkstatus.doj>

4.6 Notifying Preferred Interviewee

- Before an offer of employment is made to any preferred interviewee, all necessary reference checks must be made;
- Any offer of employment will 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 award,

- There will also be discussion about starting date and the process for induction,
- This 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.

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).

4.7 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.

4.8 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.

4.9 Staff Appointment Procedures

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

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

The Appointee will confirm in writing his/her acceptance of the terms and conditions of the employment contract prior to commencement of the position, and by the specified date.

5 INDUCTION AND ORIENTATION OF NEW STAFF

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

The ELICOS Course Coordinator is responsible for conducting staff induction.

The Staff Induction Checklist provide a list areas that must be included as an orientation process for all new staff members.

Induction Checklist

- Provide a guided tour of the office including their specific campus. Introduce the worker to staff; encourage a staff lunch or morning tea;
- Show them their workstation;
- Using of the phone and phone messages;
- Meeting rooms and bookings;
- Refer to the 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.

Ozford Policies and Procedures

All staff are to be shown the location of Ozford website which has the policies and procedures and be directed to read them.

All new staff will be informed about Ozford's child safety practices (including the code of conduct). The induction will include the policies, codes, practices, and procedures governing child safety and child-connected work.

6 STAFF TRAINING AND DEVELOPMENT

To support the ongoing professional development of all Ozford staff, to ensure the maintenance of a high level of student service and teaching practices by providing opportunity for all staff to further their professional skills and/or qualifications. The ELICOS Course Coordinator, the Head of Department (HOD) and each member of staff are responsible for control and implementation of this policy and implementation of procedures.

- 6.1 The HOD has the role of informing staff of professional development opportunities, which in turn will reflect individual staff needs as identified in performance review and compliance requirements including:
 - information and insights into quality English Language Teaching practices
 - developments in TESOL theory and practice
 - Education Services for Overseas Students Act 2000 (ESOS Act)
 - National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
 - English Language Intensive Courses for Overseas Students Standards 2018 (ELICOS Standards)
 - Mandatory reporting and Crimes Act reporting obligations
 - Victorian Child Safe standards.
- 6.2 The HOD will assist with coordinating and organising professional development activities for staff.
- 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 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 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 Ozford 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 be having at Ozford.

The performance appraisal process includes the assessment of the continuing suitability of a staff member for child-connected work.

7.2 Annual performance appraisals are conducted by the HOD.

7.3 Procedure

General

The HOD fills in the Performance Appraisal form and hands the completed for the staff member. The HOD and staff member will then discuss the outcomes on the form. The second part of the Performance Appraisal form is to be filled in by staff for another review discussed towards the end of the year.

Classroom observation for teaching

Classroom observations are completed by the HOD and teaching staff have the opportunity to reflect on the observation.

As a result of the classroom observation, an amended version of the general professional development plan may be developed with the HOD and staff as needed.

For the best trainers/teachers, we also encourage new and inexperienced trainers to observe them.

8 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 the HOD considers that disciplinary action is necessary, the HOD 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 HOD.

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 HOD.
- A written reference will be provided on request.

9.3 Instant or Summary Dismissal

The Academic Director/Principal or their delegated authority, the HOD, 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.

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 HOD should receive all Ozford property (e.g. keys, etc.) before the staff member leaves.

10 STAFF RECORDS

10.1 Content of Files

A file will be kept for each staff member including:

- Job description;
- Copy of the job application;
- Proof of personal identity and any professional or other qualifications including verified trainers qualifications and industry experience;
- VIT registration (valid) where applicable
- WWCC
- The person's history of work involving children;
- References that address the person's suitability for the job and working with children.
- 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;
- Leave applications.

Accounts will keep:

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

Any staff may see his or her file at any suitable time to be arranged with the HOD/Manager Academic Programs or the Finance HOD.

- **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 HOD and/or Manager Academic Programs.

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

Staff file or performance information is 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, VRQA, ATO without the express written permission of the staff member.

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

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

11. Feedback

Feedback or comments on this policy and procedure is welcomed by the Executive Management Team.