

	ONE2ONE POLICY			
	Title	Training and Competencies	Policy No	59
	Indicator	CM2 – Governance and Operational Management	Review Date	19/06/24

1. PURPOSE AND SCOPE

The Training and Competency Policy sets out One2Ones approach to ensuring we have a skilled and competent workforce. Through facilitating continuous training needs analysis, One2One constantly identifies skills gaps and proactively works towards upskilling staff to the required competency levels. The requirements for mandatory training including induction apply to all One2One and Shared Management staff and volunteers. This policy will define mandatory training, desirable training and competency-based training required by staff and what our process to facilitating mandatory training entails.

This policy has been framed around the NDIS Practice Standards and applies to all One2One’s supports and services.

2. POLICY STATEMENT

One2One is committed to developing a strong learning culture where all staff can achieve their full potential. As such, One2One is committed to ensuring training is available to staff who require skills and competency to achieve operational and strategic objectives as well as enhancing individual learning aspirations and needs.

As One2One engages Consumers with various support requirements, we ensure we understand individual Consumer needs and source staff that are trained and competent to provide safe, effective, and appropriate supports. This policy demonstrates One2One’s approach to mandatory training and ensuring staff are trained.

One2One’s current mandatory and competency-based training may include:

- Autonomic Dysreflexia
- Bowel therapy
- Catheter Care
- Diabetes Management
- Dysphagia
- Epilepsy management
- First Aid (*all staff and volunteers*)
- Manual Handling
- Medication Administration
- Midazolam Administration
- NDIS Worker Orientation Module (*all staff and volunteers*)
- PEG Feeding
- Pressure care
- Subcutaneous Injections

The above training is not exhaustive and only indicates some support required by One2One consumers.

Additionally, a new staff member will be placed alongside an existing staff member in a 'buddy shift' arrangement until the new staff member is deemed competent to work independently.

3. DEFINITIONS

Mandatory training is compulsory training One2One determines as essential to ensure safe and efficient delivery of services to Consumers and their families. Mandatory training is designed to reduce organisational risks and complies with regulatory requirements and NDIS practice standards. Mandatory training may be a pre-requisite to employment or part of employee paid training during employment.

Desirable training is internal or external training One2One recommends from time to time which at times may not be related to a direct skill or competency. Desirable training is completed in an employee's own time and does not require the approval of One2One. Desirable training is not paid training due to not being compulsory.

Competency-based training is a method of training which develops the skills, knowledge and attitudes required to achieve a competency. Competency is the consistent application of knowledge and skills to the standard of performance required in the workplace. An example of competency-based training is manual handling. Some competency-based training may be considered mandatory dependent on the Consumer's staffing requirements.

4. POLICY CONTENT

Training and competency will be decided in all 'risks assessed roles' and determined by the functional requirements of each individual positions deliverables and consumer requirements.

To implement this, One2One, Coordinators, volunteers and staff will:

- ensure all new staff, support workers and volunteers are familiar with their role's expectations from the time One2One advertises for a role by noting the mandatory training or competency-based training required
- identify candidates training and competency at the recruitment stage and communicate any mandatory training and competency-based training needs to successfully fulfill role requirements
- ensure candidates do not commence working autonomously with a consumer until training is achieved by aligning them in 'buddy shifts'
- book required mandatory training by completing a training request form and submitting it to their Manager for approval
- communicate with HR to source training from reputable registered training organisations (RTO) and coordinate staff or volunteers to attend either at the One2One office or at the training organisation
- ensure staff and volunteers attend mandatory training and clearly communicate consequences of not attending compulsory training
- ensure completed training is verified by certificates of participation or certificates of competency

5. PERFORMANCE STANDARDS

The following performance standards must be monitored to ensure the process specified in Section 4 are implemented effectively:

- all staff and volunteers must have all required mandatory training and competency-based training before their 6 weeks review
- all staff and volunteers must provide safe and effective services which are reviewed before completing 12 weeks of employment
- HR will manage training needs analysis and lead the planning, development, monitoring and evaluation of staff training gaps and communicating them to the relevant supervisor or Coordinator
- HR will initiate reporting on staff training and competency needs and schedule staff and volunteers to attend mandatory training
- HR will report on non-attendance and the Coordinator will supervise staff accordingly and escalate where required
- if staff and volunteers consistently neglect their responsibility to attend mandatory training, they will receive a written warning followed by a sanction where necessary
- HR will ensure all staff and volunteers attend an induction workshop within 6 weeks of commencing with One2One
- HR will record training using agreed databases and monitor expiring competencies
- HR will collate feedback from all mandatory training to ensure quality of training is at the appropriate standard
- HR will source alternative training providers where there is a mismatch in training needs and where quality is compromised.

6. RELATED DOCUMENTS

- First Aid Policy
- Manual Tasks Policy
- Occupational Safety and Health Policy
- Recruitment, Selection and Appointment Policy
- Staff and Volunteers Induction Policy
- Subcutaneous Injections Policy

7. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One