Recruitment and Staff Development Policy

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Policy

Staff recruitment shall be required when the CEO DTW Designs (Qld) Pty Ltd determines there is a need for additional staff to meet the requirements of the business. The scope and type of work to be managed will determine recruitment. The type of media advertising shall be determined from time to time. Staff selection and interviews will be determined against a selection matrix for the type and scope of work. Staff appointment will be on completion of all interviews and assessment of qualifications. Staff induction will be conducted in the first week of employment. Staff development will be on-going with annual review.

Latest changes as at 18/06/2007

The most recent changes are summarised below.

<table>
<thead>
<tr>
<th>Section changed</th>
<th>Key changes</th>
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<tr>
<td>Hyperlinks</td>
<td>Removed external hyperlinks.</td>
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<tr>
<td>Legal Compliance</td>
<td>Added Acts and/or Regulations where either was missing.</td>
</tr>
<tr>
<td>First Release</td>
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</table>
Purpose and Scope

Purpose
The purpose of this policy is to detail the responsibilities DTW Designs (Qld) Pty Ltd will employ in the determination of staff recruitment and development.

Scope
This covers:
- Additional staff requirement/s
- Scope of work for new role/s
- Advertising
- Selection and interview process
- Staff appointment
- Staff induction
- Staff development

Applies to
This applies to:
- DTW Designs (Qld) Pty Ltd staff and agents working for an on behalf of DTW Designs (Qld) Pty Ltd.

References
For more information, refer to:
- AQTF Standards for Registered Training Organisations
- RTO Administrative and Records Management Policy
- Training & Assessment – Glossary of Terms
Legal, Compliance and Audit Requirements

Legal Requirements

The table below summarises the legislative and regulatory requirements that must be met.

<table>
<thead>
<tr>
<th>Act / Regulation</th>
<th>Summary of Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qld Industrial Relations Act and Regulations (1999).</td>
<td>To provide a framework for industrial relations that supports economic prosperity and social justice.</td>
</tr>
</tbody>
</table>

Penalties and consequences
Legal action may be taken against DTW Designs (Qld) Pty Ltd and its staff and agents.

Compliance Requirements

The table below summarises the standards that must be complied with.

<table>
<thead>
<tr>
<th>Standard</th>
<th>Summary of Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 – The competence of RTO staff</td>
<td>Standards 7.1, 7.2, 7.3 and 7.4.</td>
</tr>
</tbody>
</table>

Penalties and consequences
The penalties may include sanctions or loss of registration as an RTO.

Audit Requirements

The table below summarises the audit requirements.

<table>
<thead>
<tr>
<th>Audit Type</th>
<th>When</th>
<th>Audit Checklist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial</td>
<td>On applying for Registration</td>
<td>AQTF Internal audit and self assessment checklist</td>
</tr>
<tr>
<td>First Year</td>
<td>After the first year of operation as an RTO</td>
<td>AQTF Internal audit and self assessment checklist</td>
</tr>
<tr>
<td>Periodical</td>
<td>As determined by the State Training Authority</td>
<td>AQTF Internal audit and self assessment checklist</td>
</tr>
</tbody>
</table>

References
For more information, refer to:

- AQTF Internal audit and self assessment checklist.
Definitions

Glossary of Terms

Terms used in the Privacy Policy are those terms commonly used in the Vocational Education and Training sector as defined in the Training & Assessment – Glossary of Terms.
Responsibilities

General

The responsibilities of all DTW Designs (Qld) Pty Ltd staff and agents is summarised below. The responsibilities listed cover all areas of the business with responsibilities applicable to all policies.

Chief Executive Officer

The CEO is responsible for overall Business Management and Development, Compliance with the Standards for Registration as an RTO, Personnel and Operations as listed below. The CEO is assisted in this role by three officers with responsibilities in the areas of:

- Business Administration
- Financial Administration and
- RTO Administration.

Responsible for:

- Business development
- Marketing and sales
- Research and development projects
- New product commercialisation
- Personnel
- Operations projects
- Operations services

Business Administration Officer

The Business Administration Officer is responsible for the administration of general business policy and procedures, including:

- Development and maintenance of policies and procedures across the business (with the exception of the areas of Finance and RTO Status).
- Secure storage of hard copy and electronic data and the backup of electronic data.
- Retention, archiving, retrieval and transfer of student results for a period of 30 years consistent with State/Territory registering body requirements.
- Retention, archiving, retrieval and transfer of all other records consistent with contractual and legal requirements and the requirements of the State/Territory registering body.
- Compliance with external reporting requirements such as Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).
- Safeguarding any confidential information obtained by the RTO or individuals or organisations acting on behalf of the RTO.
- Ensuring that, except where required by law or as required under the Standards for Registered Training Organisations, information is not disclosed to a third party without written consent of the client or customer.
- Ensuring clients and customers have access to their personal records.
- Data entry of student and client information including personal and course information.
- Maintenance of student records.
Finance Administration Officer

The Finance Administration Officer is responsible for financial policy and procedures, including:

- Development and maintenance of policies and procedures in the finance sector.
- Compliance with financial management policies and procedures.
- Monitoring and reporting on compliance with the financial management policies and procedures and reviewing these as a basis for improvement.
- Providing, when requested by the State/Territory registering body that registered DTW Designs (Qld) Pty Ltd as an RTO, with formal advice that DTW Designs has sound financial management standards for matters relating to the scope of registration as an RTO.
- Ensuring the company accounts are certified annually by a Certified Practicing Accountant, and on request proving the annual report to the State/Territory registering body that registered DTW Designs as an RTO.
- Ensuring company accounts if requested by the State/Territory registering body are audited by a qualified Certified Practising Accountant, and on request proving the audit report to the State/Territory registering body that registered DTW Designs as an RTO.

RTO Administration Officer

The RTO Administration Officer is responsible for administration of the RTO policies and procedures and for compliance with registration as an RTO, including:

- Training and Technical Publishing administration.
- Compliance with the Standards for Registered Training Organisations under the scope of registration across the operations including training and assessment undertaken by other bodies or persons on its behalf.
- Ensuring the RTO provides access to all areas, records (including internal audit reports) and staff as required by the State/Territory registering body for the purpose of audits.
- Ensuring the CEO is informed of the compliance with registration and all issues that will lead to improvement in performance.
- Ensuring any extension of registration is applied for to the State/Territory registering body.
- Providing details upon request to the State/Territory registering body of all operations within the scope of registration including operations interstate and overseas.
- Notifying the State/Territory registering body of commencement of operations within another State/Territory within twenty-one (21) days of commencement of those operations.
- Notifying the State/Territory registering body of ceasing of operations within another State/Territory within three (3) months of ceasing of those operations.
- Notifying the State/Territory registering body of major changes to the RTO in the areas of registration and compliance including, RTO systems and staffing profiles, change of address, financial difficulties and transfer of client and customer records.
- Compliance with Commonwealth and State/Territory legislation and regulations.
- Recognition of qualifications issued by other RTOs.
- Access, equity and client/customer service.
• The competence of RTO staff and their development.
• RTO assessment processes.
• Recognition of prior learning.
• Learning and assessment strategies.
• Issuing of AQF qualifications and Statements of Attainment.
• Use of National and State/Territory Logos.
• Advertising and marketing related to the scope of registration as an RTO.

Other staff and agents

Other staff and agents of DTW Designs (Qld) Pty Ltd are required to perform tasks associated with training and assessment as applicable to their role as described in their employment conditions. They are responsible for:

• Gathering client and customer data for entry into records (including personal and course information).
• Maintenance of student records as applicable.
• Retrieval of student records as applicable.
Guidelines

General

DTW Designs (Qld) Pty Ltd is committed to ensuring adequate staffing to meet the needs of the business and clients/customers. As such DTW Designs is proactive in determining the need for staffing and staff development through the following guidelines.

Additional Staff Requirement/s

Determining the need for additional staff

The work load on DTW Designs staff is constantly under review because of the nature of the training, assessment and operational services provided to clients. Because of this continual process, staff and agents may instigate discussion with the CEO or other designated person on the need for additional staffing.

The CEO and/or other designated person will initiate a review of the current roles and tasks performed by the business and the suggested changes. The review will include:

- The existing staff structure and roles.
- The existing tasks assigned to staff.
- The identification of new or additional tasks suggested/required.
- Discussion with stakeholders including staff, clients and/or customers.

The result of the review will determine the course of action required and may include:

- No change to the existing arrangements.
- Changes in tasks assigned to existing roles.
- Additional staff requirement.

Where additional staffing is required the type of employment and duration will also be determined and may include:

- Engagement of consultant/s on a by contract basis.
- Engagement of a new employee on a casual basis.
- Engagement of a new employee on a part time permanent basis.
- Engagement of a new employee on a full time permanent basis.

Scope of Work for a New Role

Tasks and role

The scope of work for a new role and the tasks required will be formulated into a job description by the CEO or other designated person. The new role must take into account issues such as access and equity and Equal Employment Opportunity.

Remuneration

From the tasks and role description remuneration can be calculated. This remuneration is then included as part of the advertising/interviewing/appointment issues.
Advertising/appointment timeline
The timeline for advertising and appointment are determined by the task/role requirements and business requirements.

Advertising

Advertising media
The advertising media is to be determined by the CEO or other designated person to ensure the highest quality candidates see and apply for positions.

Role description
The role description and information to be placed in the advertisement will include the following:
- Role title
- Duty statement
- Selection criteria
- Application closing date
- Address for applications
- DTW Designs (Qld) Pty Ltd address and contact details

Selection and Interview Process
The selection and interview process will include:

Application receipt
- All applications received by DTW Designs will be recorded and treated as confidential.
- All applicants will be notified on receipt of their application.

Processing
- Applications will be processed and sorted against the selection criteria.
- Applicants not matching the selection criteria will be notified they are unsuccessful.
- Applicants who meet the selection criteria will be short listed as candidates for interview.
- Short listed candidates will be ranked and contacted to arrange interview times/dates.

Interviews
- The CEO and/or other designated staff will conduct interviews with short listed candidates.
- Information provided by candidates will be verified against the selection criteria during the interview.
- References, qualifications, work history and supporting information supplied by interviewed candidates will be verified by contacting the appropriate organisations/persons.
Selection
The selection process will be the responsibility of the CEO or other designated staff and must take into account:

- Access and equity
- Equal Employment Opportunity, and
- more than one offer may need to be made; a priority listing may be required.

Appointment
Candidates will be contacted in order of preference as follows:

- Initial offer made to first choice candidate by phone contact.
- Record of phone contact made with candidate's response included.
- Second and subsequent candidates contacted as required to fill the position.
- A written offer will be made to the successful candidate on confirmation of their verbal acceptance.
- Once written acceptance of the position is received by DTW Designs unsuccessful candidates will be notified in writing.

Staff Induction
Staff induction at DTW Designs is the first task to which new employees or agents are subjected. New employees or agents will be required to acknowledge their understanding of the Induction Information through signing a Staff/Agent Induction Checklist. They will be provided with a Staff/Agent Induction Folder containing the following:

- a Staff/Agent Induction Checklist
- a copy of the Policy and Procedure Index
- a copy of their terms of employment/contract, and
- copies of the Policies and Procedures applicable to their role and tasks.

A DTW Designs designated employee will conduct the induction covering the following:

- a welcome to the business and a detailed outline of their role and tasks within the business and how their position supports other employees and agents
- an explanation of the responsibilities DTW Designs has as an RTO and the Scope of Registration under which it operates
- an explanation on the responsibilities the employee/agent has in relation to the Scope of Registration as an RTO including:
  - Training Packages
  - Competency Based Training and Assessment
  - Vocational Education and Training Requirements and Policies, and
  - responsibilities for Access and Equity.
- an explanation about the record keeping, filing and computing systems required to meet compliance with Registration as an RTO.
- providing the name of a designated DTW Designs contact who will act as the liaison person in the early stages of employment/contract.
- an explanation of the requirements for staff development and a negotiated starting point.
Staff Development

Employees and agents of DTW Designs are required to be proactive in their own development and will be provided with opportunities to advance their development. This will be achieved through the following:

- Initial starting point negotiated during the Staff Induction on the initial requirements for their development.
- Annual review and assessment of their development, development needs and the needs of the business.
- Opportunities to develop through:
  - attending training
  - attending Industry Seminars and Conferences
  - personal studies, and
  - any other activity which is negotiated with DTW Designs Management.
### Attachments

The table below lists attachments referred to in this document.

<table>
<thead>
<tr>
<th>Forms and Attachments</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff/Agent Induction Process</td>
<td>A process including a checklist requiring staff/agent signature in recognition of understanding their role and the requirements covered in their DTW Designs Induction.</td>
</tr>
</tbody>
</table>
Feedback and Amendments

Who
This document has been prepared by DTW Designs (Qld) Pty Ltd.
Amendments to this document are:
- reviewed by The CEO
- approved by The CEO

When
Amendments to this document are issued annually.

Feedback
Every effort is made to ensure the content of this document is appropriate, accurate and complete.
Your feedback will help us to:
- identify changes required
- continually improve this document
If you would like to suggest an amendment/addition to this document:
- Contact the CEO, or
- The Administration Assistant
Document Control Information

Document status

The current status of this document is shown below.

<table>
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<th>Document Number</th>
<th>Version</th>
<th>Issue Date</th>
<th>Owner</th>
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<tr>
<td>POL_007</td>
<td>3.0</td>
<td>18/06/2007</td>
<td>Designed and Published by DTW Designs (Qld) Pty Ltd, ABN 99 102 651 472, 21 Toolara Street, The Gap, 4061, Queensland, Australia.</td>
</tr>
</tbody>
</table>

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Document history

The history of changes made to this document is shown below. The most recent changes are listed first.

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<td>Removed external hyperlinks.</td>
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<td>2.0</td>
<td>05/06/2007</td>
<td>Added Acts and/or Regulations where either was missing in Legal Compliance.</td>
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<td>1.0</td>
<td>31/03/2007</td>
<td>First issue.</td>
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Approval

This document has been approved for publishing by:

<table>
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<tr>
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<th>Authorised by</th>
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<tbody>
<tr>
<td>Owen Brischke, CEO.</td>
<td>Owen Brischke, CEO.</td>
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Distribution

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