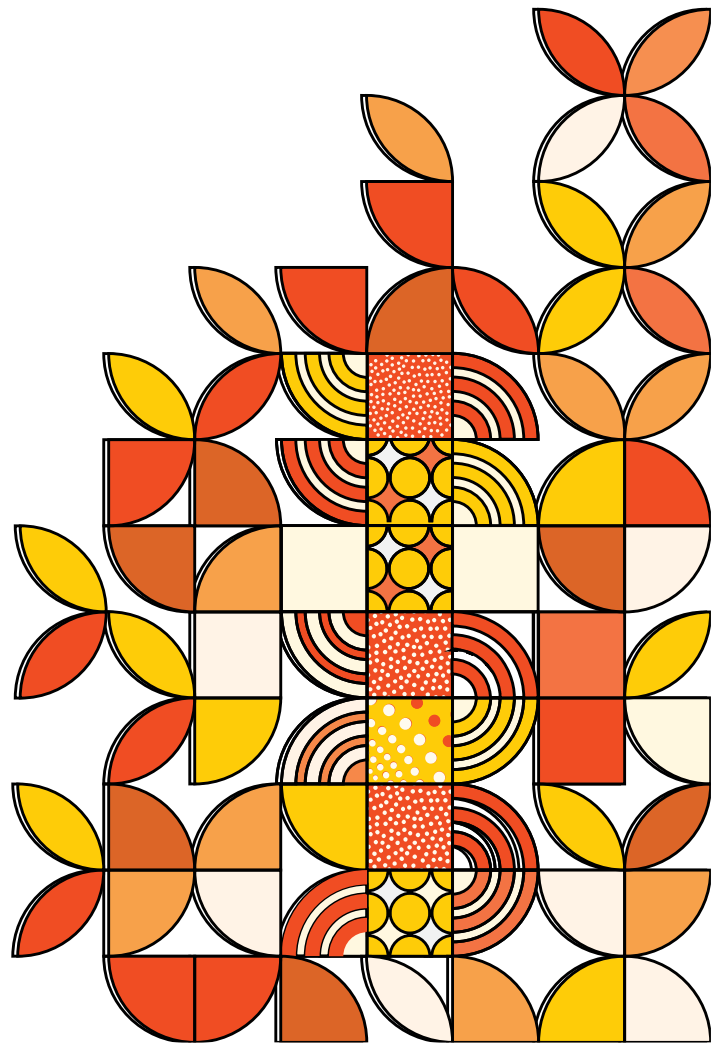


# Staff Professional Development Procedure



### SECTION 1

#### Purpose

1. This procedure outlines the framework for professional development at the Institute of Health & Management (IHM). Its aim is to help staff understand professional development objectives and enhance their knowledge, skills, and abilities to align with organisational goals as well as the individual work, career, and personal goals of staff members.

#### Scope

2. This procedure applies to all staff, full-time, part-time, casual, and contractors.

#### Definitions

3. Refer to [IHM's Glossary of Terms](#).

#### Suite documents

4. This Procedure is linked to the following Policy:
  - a) Staff Professional Development Policy
  - b) See also the Associated Information listed in the 'Related Internal Documents' in Section 3 below.

### SECTION 2

#### Procedure

5. The strategic training and development process involves a systematic approach to identify, plan, implement, and evaluate training initiatives in alignment with departmental and organisational requirements. This begins with comprehensive staff induction and orientation, followed by a structured training plan for all employees, facilitated via MyHCI. This initiative supports continuous learning and development, empowering individual staff to excel and make meaningful contributions within the organisation.
6. **Induction and Orientation**
  - 6.1 All new staff members are required to undergo an induction and orientation process promptly upon or following their commencement.
  - 6.2 This process encompasses orientation to their respective workplaces, familiarization with platforms or systems, understanding the Staff Code of Conduct, completion of Workplace Health & Safety induction, as well as an overview of their responsibilities regarding discrimination and harassment legislation. Furthermore, they are

introduced to IHM policies and procedures pertaining to these domains, as outlined in Table 1.

**Table: 1** Induction training Plan

<b>Induction and Orientation</b>	Introduction to HCI-company culture, cultural diversity, values, goals, mission	In 30 days after joining
	Introduction to all internal platforms/systems	
	All essential Policies and Procedures e.g., Health and safety policy, Leave policy, HCI code of conduct etc.	
	All mandatory internal and external trainings	

6.3 New staff members should receive active encouragement and support from their manager or supervisor to participate in the induction program.

6.4 All new staff members should ensure they are fully informed about essential IHM policies and procedures, as well as being acquainted with relevant platforms, systems, and proficient in those pertinent to their role within IHM.

**7. Internal Training - Structured Training Plan**

7.1 The professional development process begins with the staff members familiarizing themselves with IHM professional development policies and procedure.

7.2 All staff members will engage in structured training facilitated via MyHCI which will include courses designed to enhance their skills, knowledge, and abilities in alignment with organizational goals every year. The structured training plan for each position will encompass the following categories, as mentioned in Table 2.

- a) Department Specific Induction
- b) Department Specific Professional Development courses
- c) Leadership and Management courses
- d) Soft skills

**Table 2:** Structured Training Plan

Category	Classification	Duration
Department specific Induction	Orientation to department goals	In 30 days after joining
	Introduction to department specific tool/platforms	
	Department specific Standard Operating Procedures (SOPs)	
Professional Development	All courses that help staffs in enhancing the skills to meet departmental goals	In a Year
Leadership and Management	All courses that help the department head/managers/staffs to meet the organizational goals	
Soft Skills	Essential skills for an employee. Communication skills, problem solving, brainstorming, time management, task prioritization etc	

- 7.3 Staff will receive an enrolment confirmation mail along with the link for the course from the People and Culture department once the courses are assigned to the staff based on the training plan.
- 7.4 The enrolled course will be reflected in the Learning tab –“My Learning” in MyHCI home page with the due date for the course completion.
- 7.5 Once the course is completed, the completion certification and the CPD points will be reflected on the Professional Development page.
- 7.6 Please note that courses under induction, soft skills, and leadership and management courses will be ineligible for CPD points.

**8. Designing a Structured Training Plan**

- 8.1 A structured training plan will be developed annually through discussions involving the department head and the Learning and Development team. This plan will prioritize the classification criteria outlined in Table 2.
- 8.2 The Learning and Development team will oversee research, development, updating, and quality reviewing of the learning modules.
- 8.3 Additionally, in conjunction with outcomes from the Performance Management Policy and procedure, managers can aid in identifying development objectives in addition to the proposed professional development needs for individual staff members.

**9. Contemporary Approaches to University Teaching (CAUT) – Academic Staff**

- 9.1 All academic staff members will be designated CAUT training as an integral component of their professional development. This course comprises 24 modules organized into 4 pathways, supplemented by 2 resources, as specified in Table 3.
- 9.2 All staff members will be awarded 4 badges upon completion of the 4 pathways. Additionally, upon successful completion of all 24 modules, they will receive a course completion certificate.

**Table 3:** CAUT course pathways

Pathways	Levels	Duration
New to Teaching	CAUT Level 1	1 month
Enhancing Student Learning	CAUT Level 2	
Enhancing Your Teacher	CAUT Level 3	
Leading Learning and Teaching	CAUT Level 4	

- 9.3 Academic staff must acknowledge their course completion within the "My Learning" tab on MyHCI to ensure that their completion status and CPD points are accurately displayed on the “Professional Development” page.
- 9.4 The course duration is one month. Should staff require an extension to complete the course, they are required to submit a request to the Learning and Development team through their respective managers.

**10. Education Services for Overseas Students (ESOS) Legislative Framework Awareness Training**

- 10.1 All staff members who interact directly with overseas students are are required to complete the ESOS Legislative Framework Awareness Training as part of their induction process and on an annual basis thereafter.
- 10.2 The training includes:
  - a) Overview of the ESOS framework, including the National Code of Practice 2018.
  - b) IHM’s obligations as a registered provider.
  - c) Implications of compliance and non-compliance on overseas students.

- d) Strategies to ensure compliance while supporting the educational and welfare needs of overseas students.

10.3 The training will be delivered through online modules via the MyHCI portal.

### 11. Internal Webinars

11.1 All staff will receive the enrolment confirmation and the link for the internal webinar organized by IHM in mail from the People and Culture department.

11.2 Upon successful completion of internal training sessions, the Learning and Development team will allocate the corresponding CPD points designated for the training.

11.3 The CPD points acquired through successful participation in internal training webinars will be recorded in the Professional Development section.

### 12. External Training

12.1 Staff members are required to submit the 'External PD Form' in MyHCI (ELMO) to the People and Culture department once it has been approved by their manager.

12.2 People and Culture team will verify the costs, dates, and anticipated outcomes of the proposed training. The team will also ensure that the number of Professional Development hours remains within the allotted annual number of hours (8 hours for external training).

12.3 The request will be forwarded to the CEO for approval. Upon approval, the accounts department will process or reimburse the payment, along with a copy of the invoice if applicable.

12.4 Upon completing external training or courses relevant to the responsibilities and roles of the organization, staff members are required to upload completion certificate via "External training" page in the "Learning tab" of MyHCI portal.

12.5 The CPD points obtained upon completion of the external training will be recorded in the Professional Development section.

### 12.6 Department Head/Managers

- a) The department head and managers are entitled to external paid professional development hours. In unavoidable circumstances, this could be delegated to any of the team members.

- b) The external course fees will be approved at IHM's sole discretion. The expenses for the professional development courses should be within the allotted annual budget for each department/team.

- c) The department head/Managers must conduct internal training sessions for team members after attending the external training sessions. External professional development activities cannot exceed 3 working days.

- d) Staff undertaking external professional development activity are required to submit office requests along with the external training application.

### 13. CPD Requirements

13.1 MyHCI Learning awards 1 CPD point for every hour of learning, reflecting our commitment to your growth and development.

13.2 All staff members are expected to complete a minimum of 4 hours of training each month to foster a culture of ongoing professional growth.

13.3 The required CPD points for staff encompass both internal and external training activities.

**Non-Academic staff-** 4 CPD points or 4 hours of learning (if there is no associated CPD point) per month towards the professional development

**Academic staff-** 4 CPD points towards professional development per month, scholarly activities such as changes

to course content, course design or improved learning outcomes, advances in creative field of endeavor, advances in concepts and understanding through scholarly reviews, advances in professional practice, 1 or 2 publications in a year.

**14. Further Education and Scholarly Activities**

**13.1 Terms and conditions**

- a) To be eligible for funding assistance under the further education and scholarly activities category, the training should lead to an AQF qualification (from Level 1-10). Please refer to the table below for more details regarding the approval process and terms and conditions. By applying for financial assistance, under the further education and scholarly activities category, an employee agrees to the terms and conditions.
- b) The employee will be required to pay all costs relating to their formal course upfront (as well as reasonable expenses relating to the course, for example, textbooks) and IHM will reimburse the approved tuition fee provided the employee is still employed by IHM.
- c) If a staff member is unable to attend the workplace due to further study commitments, obtain approval from their manager or supervisor. Additionally, they should ensure that any outstanding work is completed before their absence or arrange appropriate leave as necessary.
- d) Staff members undertaking IHM funded study may be requested by their direct manager to submit a written report every three months detailing the progress of their study, the material covered thus far, and how the learning applies to the organizational setting.
- e) Should a staff member choose to leave IHM within 12 months of completion of their IHM-funded education program, IHM has the right to request a pro-rata reimbursement of the outlaid funds, see Table 4.

**Table 4:** Pro-rata reimbursement of the funds

<b>Approved Amount (Up to 50% of the total Course Fee)</b>	<b>Expected duration of employment, from the date of course completion</b>	<b>50% of the approved amount to be repaid, if the employee leaves</b>	<b>100% of the approved amount to be repaid, if the employee leaves</b>
Up to \$5000	12 months	6-12 months	Within 6 months
\$5001 - \$10,000	24 months	12-24 months	Within 12 months
\$10,001 - \$15,000	36 months	18-36 months	Within 18 months
15,001 - 20,000	48 months	24-48 months	Within 24 months



<b>Date of Effect</b>	14/08/2024
<b>Date of Review</b>	14/08/2027
<b>Approval Authority</b>	Executive Management Committee (endorsed by Board of Directors)
<b>Responsibility for Implementation</b>	People and Culture Department
<b>Document Custodian</b>	People and Culture Manager
<b>Additional changes</b>	27/11/2024
<b>Additional changes approved by</b>	Chief Executive Officer In the exercise of power delegated to him under paragraph 3.4 of Schedule 1 to the <i>Delegation Framework</i> for “Board of Directors powers in urgent and unforeseen circumstances”.
<b>IHM Doc ID</b>	IHM-SPDP2-3.1

### Change History

Version Control		
Change Summary	Date	Short description of the change, incl version number, changes, who considered, approved etc
Version 1.0	23/11/2013	New Policy approved by the Board of Directors
Version 2.0	28/04/2023	<ul style="list-style-type: none"> <li>• Policy and Procedure are separated in two separate documents</li> <li>• Definitions added</li> <li>• Editorial and formatting changes have been made</li> <li>• Approval Authority changed from Quality Assurance and Risk Management Committee to Executive Management Committee</li> <li>• Version 2 approved by the Executive Management Committee on 27/03/2023</li> </ul>
Version 3.0	21/05/2024	<ul style="list-style-type: none"> <li>• Definitions moved to Glossary</li> <li>• Added information on the structured training plan</li> <li>• New policy- combined staff professional development and further education and scholarly activities.</li> <li>• Editorial and formatting changes</li> </ul>
Version 3.1	26/11/2024	<ul style="list-style-type: none"> <li>• Changes to Procedure further to align with National Code 2018 and HESF 2021 based on feedback from TEQSA CRICOS review in October 2024</li> </ul>