



## Workplace Policy

### Learning and skills development

#### Why we have this policy

This learning and development policy shows we want all our people to learn and grow — in a way that's good for you and good for our business.

We prioritise on-the-job learning for all employees — young and older, new starters and existing employees.

This might be to help with:

- developing new skills, in your own area or a new work area
- stretching into new areas or roles
- business continuity in times of disruption or change
- making sure we all have the right skills.

We will offer learning opportunities, support, and regular feedback.

#### What our policy is

This policy covers learning related to skills needed in our business.

We encourage and expect all employees to take part in learning and development. Mostly this will be done as part of your job and in usual working hours. Sometimes you will gain new or updated skills and knowledge. Sometimes you will share your skills and knowledge with co-workers, so they can learn from you.

To identify learning opportunities, we check in regularly with all employees. This includes:

- what we need you to learn
- what you want to learn
- how you could coach others
- any skills gaps you or we notice.

When there is a job vacancy, we offer the same stretch and learning opportunities to:

- new employees
- current employees who move into new roles.

If job performance is a concern, we will work with you to identify what could help. This may include coaching or other learning opportunities.

### **Types of learning offered**

We offer on-the-job learning through day-to-day experiences and challenges, including job shadowing, task performance reviews and mentoring.

Learning opportunities may also include:

Support to improve job performance. Formal training, including workshops and certifications. Literacy support, eg digital skills, communication, everyday math's useful in our jobs.

If a learning opportunity requires extra staff time and/or costs, e.g. course fees, talk with the General Manager before making final arrangements.

### **On-the-job learning**

Learning on the job is our preferred way for all employees to update and develop their skills and knowledge.

On-the-job learning might include:

Coaching or mentoring. Skills swaps, with employees learning from and with each other. Job shadowing. To help all employees learn effectively, we will include:

- problem solving using real-life scenarios
- information shared in bite-size chunks
- time to ask questions and try things out
- regular check-ins and feedback.

We will act fairly and in good faith when deciding who gets learning opportunities. This includes learning to prepare for a new role or to improve performance.

## Formal training

At times formal training may be an option for work-related development. This is in addition to on-the-job learning and development.

When we agree to formal training, we will also discuss:

If it will be part of your agreed work hours, study leave, or in your own time.

How to share your new skills or knowledge with the wider team.

During training, we will check in regularly to discuss progress and how to apply learning to your role.

If we require you to do compulsory formal training, we will cover costs, eg course fees. For example, first aid certificate. Learning will either be:

- part of your agreed work hours
- paid study leave.
- If formal training is not a job requirement, but will benefit you and our business, we may agree to: help cover costs, e.g. course fees or materials, learning and/or studying during your agreed work hours, paid or unpaid study leave.
- help cover costs, e.g. course fees or materials.
- learning and/or studying during your agreed work hours.
- paid or unpaid study leave.
- If formal training is an ongoing requirement for trade registration and/or membership, we may cover costs. We may agree to learning during work hours or paid study leave.

Options for formal training include:

On-site workshops. Off-site workshops. Online courses or webinars. Apprenticeships, Certificates, Diplomas or degrees, Conferences and Courses to renew licenses, meet registration requirements, or membership of professional bodies.

## Improving performance

If job performance is a concern, we will raise this with you privately and respectfully.

We will work with you to identify what could help. This may include coaching or other learning opportunities.

If literacy might be an issue, e.g. digital skills, reading, communication or math's, we will arrange suitable support and learning opportunities.

If our systems, processes or working relationships make it hard to perform your job to the required standard, it's important to tell us. We will work together to find suitable solutions.

### **Reading, math's and digital literacy**

Literacy covers digital skills, communication, and everyday math's useful in your job — and in your life outside work.

We support any worker who wants or needs to improve their literacy. To find out more, talk with the General Manager.

If we think literacy support might help you, we will talk with you privately and respectfully. Together we will work out how best to help you learn and develop your skills. This may include a course or workshop.

To help you learn and use new literacy skills, we will offer:

- on-the-job learning, using real-life scenarios
- short, frequent sessions with time to ask questions and try things out
- information shared in bite-size chunks
- regular check-ins and feedback.