POLICY STATEMENT

Citizens Advice Bureau of WA Inc. is committed to providing opportunities for staff members and volunteers to increase their skills, raise professional standards and improve productivity. Citizens Advice Bureau of WA Inc. aims to support its staff and volunteers in undertaking appropriate training, education, and development activities to enhance their knowledge and skills, job satisfaction and job performance.

Citizens Advice Bureau of WA Inc. will support the professional development of staff and volunteers by:

- developing and implementing training and development plans at organisational and individual staff level
- providing staff members with opportunities to attend relevant training courses, workshops, or conferences and covering the costs of those activities
- providing volunteers with opportunities to attend relevant training courses, workshops and annual conference at Citizens Advice Bureau
- providing study leave for approved activities (staff are eligible for up to [number] days (pro rata) study leave a year)
- providing opportunities for staff members to act in different or higher positions where possible
- providing opportunities for staff members and volunteers to share knowledge and skills, or arranging forums for external agencies or individuals to share expertise.

PROCEDURES

Organisational training and development plans
Volunteer Co-ordinator is responsible for ensuring that a staff and volunteer training and development plan is developed on an annual basis with the exception of the Mediation Service. Mediation Co-ordinator is responsible for ensuring that a staff and volunteer training and development plan is developed on an annual basis for the Mediation Service.

The staff and volunteer training and development plan will:

- identify the organisation's training and development objectives, and how these relate to service priorities, organisational needs and service sector trends and issues.
- consider the needs of staff for basic training and updating of skills in specific areas including:
- cross cultural awareness which reflects the competencies required to work with the organisation’s clients
- knowledge and understanding of the application of the eligibility criteria for accessibility of services
- knowledge and understanding of all current policies and procedures of the organisation
- financial and other administration processes, where these are applicable to the person’s role.

- present a strategic development plan for the organisation based on feedback from performance reviews, individual goals, workforce planning needs and organisational objectives.
- identify particular staff positions which may need professional or clinical supervision.
- identify the content and format of any direct training provided by the organisation, and how and when this process is reviewed and updated.
- identify support strategies to enhance performance and build morale. These may include mentoring, peer support, staff social events, team building exercises.

The Volunteer Co-ordinator will develop the draft plan, with input from feedback from previous training. The final plan submitted to Chief Executive Officer for approval. The Mediation Co-ordinator will develop the draft plan for the mediation service, with input from feedback from previous training. The mediation draft plan will be circulated to mediators for comment and the final plan submitted to Mediation Subcommittee for approval.

The Volunteer Coordinator will be responsible for overseeing the implementation of the staff and volunteer training and development plan and will monitor its implementation and report to Board of Management Committee.

The Volunteer Co-ordinator and Chief Executive Officer will review and update the training strategies for the organisation every twelve months, incorporating feedback from staff and volunteers about the training and development opportunities provided to them over the previous period.

**Individual training and development plans**

As part of regular supervision and the annual performance review process, managers and staff members will:

- assess and prioritise the training needs of each employee taking account of the qualifications and competencies specific to their role, performance reviews and identified training needs, priorities for the development of the service, organisational objectives and key trends and issues in the service sector
- agree on a development plan based on the training needs and schedule regular review sessions to track progress against the plan

Managers will:

- ensure that training and development opportunities are provided for each employee consistent with the training plans developed for each individual
- assess feedback from staff members about the training and development they have undertaken and use this to inform future individual training plans
- maintain records of the training needs assessment, the training plan, training undertaken and the staff member’s feedback on the usefulness of the training.
Staff requests to attend professional development activities
Staff wishing to undertake professional development activities need to seek approval from the Chief Executive Officer. If a member of the legal team this will be after consultation with the Principal Solicitor.

Where appropriate, Chief Executive Officer will make a notional allocation for each staff member. This is not a fixed allocation for each staff member in each year, but an indication of funds available for professional development.

All professional development opportunities need to be assessed in terms of available resources. In assessing an opportunity, Chief Executive Officer will consider the extent to which:

- the activity will enhance the staff member’s capacity to meet their work plan objectives or individual professional development plan goals
- the activity will extend the staff member’s current knowledge and skills base
- the organisation will gain added value through the staff member’s participation
- the resource allocation is equitable across the staff team
- the providers are reputable.

DOCUMENTATION

Documents related to this policy

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<th>[List any related policies]</th>
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<tr>
<td>Forms, record keeping or other organisational documents</td>
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Reviewing and approving this policy

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<th>Frequency</th>
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<tr>
<td>4 years</td>
<td>Volunteer Co-ordinator</td>
<td>Chief Executive Officer</td>
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Policy review and version tracking

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<td>President due to position restructure</td>
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