

# National Induction Program

## Program outline

### Introduction

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The National Training and Education Unit (NTEU) has developed a National Induction Program (the program) that is designed to ensure that staff who are new to the agency or gain a promotion at an identified level, receive a nationally consistent induction to the AEC. The program is designed to set clear expectations regarding the roles and responsibilities of Participants and the agency, and it will guide the performance and professional development of all staff, laying the foundations of the AEC's working environment, agency values and agency expectations.

### Learning outcomes

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By the end of the program Participants will be able to:

1. Behave in accordance with the AEC values and commitments, and describe why they underpin the work of the AEC.
2. Make decisions and demonstrate behaviours that represent the APS values and comply with the APS Code of Conduct.
3. Promote and contribute to a positive organisational culture based on quality, agility and professionalism.
4. Apply learning to role that is compliant with policies, procedures and legislation relevant to the AEC.
5. Recognise the importance of transparency in the AEC and its impact on reputation and public perception.
6. Identify how their role contributes to AEC business outcomes and agency objectives.
7. Identify the internal and external factors of the AEC's environment and consider them when performing their role.
8. Explain the role of Parliament, the role the AEC plays in its formation and the importance of political neutrality.
9. Explain the guiding principles of electoral management and the three levels of government in Australia.

# Program Design

The program is split across three (3) phases with modules and resources provided to support each phase. The program is designed to be delivered to a Participant over a period of five months and will commence from two weeks prior to starting their role.

| Phase  | Timing                             | Outcome   |
|--|------------------------------------|---|
| Phase 1 – Pre-commencement<br>Module 1                       | From 2 weeks prior to commencement | The Participant will have actioned all necessary recruitment activities and have an understanding of the agency's role and expectations of staff and self.<br><br>The Line Manager has completed required activities to ensure smooth transition on Day one.                                    |
| Phase 2 – Development<br>Modules 2 – 8<br>Modules 10a or 10b | Day 1 – 5 months                   | The Participant and identified key staff involved in program delivery have successfully understood and participated in assigned induction modules, including on the job training, and are confident that future activities will be actioned in accordance with the AEC values and expectations. |
| Phase 3 – Follow up<br>Modules 2 – 8<br>Modules 10a or 10b   | Day 1 – 5 months                   | The Participant and the Line Manager have had meaningful discussion at all ' <i>Check-in Points</i> ' throughout the program.<br><br>The Line Manager and Executive Level Officer are confident that the programs overall learning outcomes have been met.                                      |
| Review<br>Module 9   | 6 months                           | Observation of learning in action continues. Feedback has been provided to the NTEU for further program development and updates.  |

## Participation

The Participant group for the program will be staff that gain an ongoing or non-ongoing role within the AEC at the following levels:

- APS2-APS6
- Executive Level (EL)
- Senior Executive Services (SES)

Where AEC staff gain promotion, they will not be required to participate in the full program, but should review the modules in consultation with their manager, and undertake identified compulsory activities e.g. the AEC Foundation Programs.

For staff who gain a non-ongoing role within the AEC, they will be required to participate in the program up until the point in which their contract expires. If a staff member leaves the AEC at the conclusion of their contract and then returns within a six month period, they will be expected to continue working through the program until it is completed.

The Program will require the identification of the following staff to support program delivery:

- Line Manager - the responsible officer that will conduct the induction locally and either undertake or delegate induction activities. The Line Manager will also be responsible for providing feedback on performance.
- Local Induction Adviser - will help the Participant settle in and act as their primary contact on general enquiries and day to day operational issues.
- Executive Level Officer – through consultation with the Line Manager, they will ensure that expectations of the program are being met, that mandatory training is being completed and that the Participant is fit for the organisation prior to the probation period end date (where applicable).
- Local Trainers - taken from the AEC's assessed trainer pool, they may be responsible for delivery of face to face session content for Participants in their office/state/branch or in other locations, where required.
- NTEU – will deliver face to face sessions to Participants in Canberra, including any relevant delivery to National Office branches.

Roles and responsibilities for identified staff are clearly outlined in the resources developed for the program.

## Curriculum

The program is designed to provide the Participant with consistent guidance and an understanding of the agency's values, expected behaviours, corporate and operating environment, agency direction and purpose.

Specific information on the Participant's job role, will be driven by their level and area of the organisation, and is accounted for under a capability framework and specific job role requirements. These critical infrastructure pieces are being developed in parallel to the induction program.

A set curriculum has been developed for the program outlining subject matter and staff involvement. The curriculum provides visibility to all staff involved in the program about what will be discussed throughout the five months.

The program aligns with other AEC timeframes and requirements including the development of Individual Performance Plans (IPPs), probationary reporting and the completion of mandatory training. The program will direct the Participant and the Line Manager to the existing resources available in these areas.

The curriculum features a two day AEC Foundation Program – National Experience in Canberra for those staff at the APS6 – SES level and a one day Network Experience conducted in the states for those staff at the APS2 – APS5 level. These programs are designed to support the Participant in meeting the learning outcomes and provide an opportunity for the Participant to build their peer networks. Programs will be conducted twice annually with some travel required for identified staff.

**NOTE:** As a result of the COVID-19 pandemic, the inaugural programs will be delivered as a virtual facilitator led experience. The AEC Foundation Program – National Experience will be held virtually over a two week period, and the Network Experience will be held virtually over a one week period. Once COVID-19 restrictions are eased, the AEC will review the Foundation Programs.

See Attachment A for an overview of the program curriculum.

## Resources

A series of induction modules have been developed by the NTEU to ensure that delivery of the program is nationally consistent, professional and in line with the curriculum and learning outcomes.

Modules are available to identified staff through a dedicated National Induction Program SharePoint page located on the Learning Hub. Through the Learning Hub staff will be able to access the following materials:

- Manager Guides - each module will feature a Manager Guide that will provide the Line Manager and the Local Induction Adviser with information and resources to support topics being discussed and undertaken at that time.
- Checklists – each module will have a Checklist that will work in conjunction with the Manager Guide to ensure that Line Managers, the Local Induction Adviser and the Participant undertake their required actions.
- Participant Guides – identified modules will feature a Participant Guide that will provide the Participant with additional reading and required actions to support their learning.
- Resources – each module will have assigned resources including scenarios, case studies, templates and activities to support the delivery of the program and ensure consistency.
- Induction eLearning course – an induction eLearning course has been developed allowing the Participant to gain an initial understanding of the AEC's working environment, including the AEC values and expectations.
- Induction videos – a series of short videos have been recorded by members of the Executive Leadership Team introducing themselves, welcoming the Participant to the agency and promoting specific key information e.g. the AEC Corporate Plan, strategic direction and their expectations of staff.

Additional program resources including staff roles and responsibilities have been developed, as well as facilitator guides and facilitator resources for the AEC Foundation Program – National and Network Experience.

## Consultation

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The NTEU reviewed current AEC content against the program objectives, identifying gaps in resources and engaging with business owners in content development. The NTEU designed and developed materials to support the program, and business owners were consulted and reviewed all module content and eLearning as required.

The Learning and Development Community of Practice supported the program through testing, which ensured the program was fit for purpose and user friendly.

Feedback has been discussed throughout the consultation phase and changes have been made to the program as required.

All identified staff who participate in the program are required to provide feedback and undertake an evaluation of the program upon completion of each module.