

# National Induction Program

## Roles and Responsibilities

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### Participant

Completion of the National Induction Program is a requirement as part of the Participant's introduction to the Australian Electoral Commission (AEC) and Australian Public Service (APS) and must be prioritised.

Participants are ongoing or non-ongoing staff that are new to the agency, or who gain promotion at an identified level.

The National Induction Program is designed for APS2 – SES level staff only, APS1 and staff identified to fill key election specific roles are outside scope for this program.

### Line Manager

The Line Manager will be the responsible officer that conducts the National Induction Program locally. The Line Manager will either action or delegate induction activities, and provide feedback on performance that is in line with the Australian Electoral Commission's (AEC's) *Performance Management Program* and *Probation Policy*.

In some instances the Line Manager may not be located in the same office as the Participant e.g. Participant is an APS6 in a stand-alone office and their Line Manager is an Operations Manager in the State Office. The Line Manager will:

- provide one on one training and support for the Participant on AEC specific information
- use and refer the Participant to approved AEC policies and procedures only
- ensure they are familiar with all training content prior to actioning each module
- be available to the Participant, responding to questions as needed, ensuring the Participant feels comfortable to seek support
- follow all instructions contained in the National Induction Program modules, including guides and resources, ensuring a nationally consistent program is delivered
- incorporate 'why, how and when' questions into one on one training to encourage the Participant to think about how activities are linked to their role or work area/branch
- delegate induction activities if required, unless indicated in the program as Line Manager specific e.g. Individual Performance Plans (IPPs)
- meet with the Participant at all assigned 'Check-in Points' throughout the induction and discuss role, performance and fit
- meet with the Participant within the first four weeks of employment to discuss and set up an IPP
- follow all guidance in relation to providing the Participant with feedback on their progress and other information that will support their development

- ensure they maintain Participant records in ObjectiveIM, in accordance with local ObjectiveIM conventions, and provide examples to the Participant at all Check-in Points, probationary period discussions and/or IPP discussions
- provide timely feedback to the Participant and provide evidence and/or examples to support the feedback
- conduct themselves in a professional manner, supporting the AEC's values and commitments throughout the induction period and beyond
- behave in accordance with the APS values and code of conduct
- provide feedback on the National Induction Program to the National Training and Education Unit (NTEU) upon completion of each module
- refrain from voicing personal opinion on AEC policies, procedures and/or stakeholders during delivery
- monitor the Participant's progress, and ensure that all modules and associated activities are marked as completed during the timeframes provided.

Line Managers must complete all Manager Guides in alignment with the relevant module checklists to ensure all key information is discussed. Line Managers are reminded that they must give the National Induction Program and its resources ample attention to ensure that staff are set up for success in the AEC.

## Local Induction Adviser

The Local Induction Adviser will be a locally based officer identified by the Line Manager and will be responsible for supporting the Participant in their first five months with the Australian Electoral Commission (AEC).

The Local Induction Adviser must have the skills and knowledge to support the Participant throughout the National Induction Program, and is a voluntary role. Where the Local Induction Adviser believes that they do not have the appropriate skills and knowledge to undertake this task, they must discuss this with their Line Manager immediately.

The identified Local Induction Adviser will assist the Participant in developing a positive workplace culture by ensuring they feel welcomed, helping them settle in and acting as the Participant's primary contact on general enquiries and day to day operational issues. The Local Induction Adviser will:

- provide one on one training and support for the Participant on role specific activities that are in line with AEC procedures and legislation
- incorporate 'why, how and when' questions into one on one training to encourage the Participant to think about how activities are linked to their role or work area/branch
- follow all instructions contained in the National Induction Program modules, including guides and resources, ensuring a nationally consistent program is delivered
- use and refer the Participant to approved AEC policies and procedures only
- answer role specific and general enquiries questions only, escalating all other questions to their Line Manager, or directing the Participant to seek a response from their Line Manager
- be available to the Participant, responding to role specific questions as needed, ensuring the Participant feels comfortable to seek support

- conduct themselves in a professional manner, supporting the AEC's values and commitments throughout the induction period and beyond
- refrain from voicing personal opinion or engaging in office politics with the Participant
- behave in accordance with the APS values and code of conduct
- notify the Line Manager of training completion against the national induction timeline, and any actions that may impact the Participant's ability to complete activities against the timeline i.e. sickness/absenteeism
- provide Line Managers with timely feedback on how the Participant is progressing and provide evidence and/or examples to support the feedback
- provide timely feedback to the Participant where it is identified that incorrect action/process has or is about to be undertaken, and explain correct course of action/process
- provide feedback on the National Induction Program to their Line Manager and the National Training and Education Unit (NTEU) upon completion of each module.

When selecting a Local Induction Adviser, the Line Manager should look for staff that have:

- good communication skills including the ability to listen
- good time management and self-management skills so that they can be available to the Participant
- a demonstrated ability to comply with the AEC's policies and procedures, including the experience to be able to provide the right level of support
- a demonstrated history of strong performance
- an honest and considerate approach when it comes to providing feedback.

The Local Induction Adviser **is not** responsible for any performance management, this will be the responsibility of the Line Manager only. Queries regarding performance, disciplinary action, or policy matters must be directed to the Line Manager.

## Executive Level Officer

The Line Manager's assigned Executive Level Officer must be engaged to ensure that expectations of the National Induction Program and the Participant are being met, that mandatory training is being completed and that the Participant is fit for the AEC prior to the probation period end date.

The Executive Level Officer will not participate in the learning and development of the Participant (unless the Participant is their direct report) but will be available to the Line Manager as needed.

The Executive Level Officer may meet with the Participant on their first day, either face to face or via skype, to discuss values and expectations of the agency and their state/branch. Meetings will be dependent on the Executive Level Officer's time, other scheduled meetings and Participant role.

## Local Trainers and Facilitators

Locally based trainers and facilitators, taken from the AEC's assessed trainer/facilitator pool, must be engaged as they may be responsible for the delivery of the AEC's Foundation Program – Network Experience, the programs one day face to face component or one week virtual component. Locally based trainers and facilitators will deliver program content to Participants located in their office/state/branch, or in other offices/states/branches, where required. Local trainers and facilitators will:

- follow all instructions contained in the AEC Foundation Program – Network Experience module, including guides and facilitator resources, ensuring a nationally consistent program is delivered
- not amend or customise session content without the permission of the National Training and Education Unit (NTEU)
- ensure that they are familiar with all training content and procedures prior to conducting sessions
- ensure all IT equipment and AV has been tested prior to conducting all face to face and virtual sessions
- use and refer to approved AEC policies, procedures and induction resources only, throughout session delivery
- answer questions relating to training topics only and refer Participants to their Line Manager when questions are outside scope
- not disclose or forward facilitator resources i.e. videos, to staff outside of the AEC trainer/facilitator pool or outside of the agency
- conduct themselves in a professional manner, supporting the AEC's values and commitments throughout training sessions and beyond
- refrain from voicing personal opinion on AEC process, procedures and/or stakeholders during content delivery
- behave in accordance with the APS values and code of conduct
- provide Line Managers with feedback on the Participant's involvement in training programs
- provide feedback on the National Induction Program to the National Training and Education Unit (NTEU)
- maintain attendance records on all training programs conducted.

## National Electoral Education Centre

The National Electoral Education Centre (NEEC) will be responsible for delivery of session content to identified Participants attending the 90 minute Eligible Elector Program. The Eligible Elector Program will be conducted at the NEEC as part of the two day AEC Foundation Program – National Experience, or as part of the two week Virtual program. The NEEC will:

- follow all instructions contained in the AEC Foundation Program – National Experience module, including guides, scripts and facilitator resources, ensuring a nationally consistent program is delivered

- not amend or customise session content without the permission of the National Training and Education Unit (NTEU)
- ensure that they are familiar with all training content and procedures prior to conducting sessions
- ensure all IT equipment and AV has been tested prior to conducting all face to face and virtual sessions
- answer questions relating to training topics only and refer Participants to their Line Manager when questions are outside scope
- not disclose or forward facilitator resources i.e. videos, to staff outside of the AEC trainer/facilitator pool or outside of the agency
- conduct themselves in a professional manner, supporting the AEC's values and commitments throughout training sessions and beyond
- refrain from voicing personal opinion on AEC process, procedures and/or stakeholders during content delivery
- behave in accordance with the APS values and code of conduct
- provide feedback on the National Induction Program to the National Training and Education Unit (NTEU)
- maintain attendance records on all training programs conducted.

## National Training and Education Unit (NTEU)

The NTEU may be required to deliver face to face sessions to Participants in Canberra, including delivery to National Office branches.

The NTEU may be required to deliver face to face sessions to Participants interstate, where identified Local Trainers are unavailable.

The NTEU will be responsible for the delivery of the AEC Foundation Program – National Experience, the two day face to face program in Canberra, or the two week virtual program.