Module 1 – Pre-commencement - Detailed curriculum and learning outcomes

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
1 – Pre commencement	**On-boarding confirmation** • All paperwork and checks completed and confirmed by CSB. **System access** • Lodging Systems access through service desk • On-boarding request number • ObjectiveIM **AEC Security** • Applications for photo ID • Setting up meeting with Security (where applicable) **Workstation set up** • Workstation set up guide • Equipment requirements • RSA tokens • Telephone numbers **Inform and check-in** • Initial contact • Participant Welcome email • Identification of Local Induction Adviser • Schedule meetings • eLearning requirements • Roles and Responsibilities	Participants will have been notified of their start date, arrival time, and building access instructions. Four short induction videos will have been forwarded to the Participant, featuring members of the AEC's Executive Leadership Team. The work area/branch will have been notified about the Participant's start date and position. Line Managers will have actioned all IT requests to ensure Participants have access to the necessary systems, drives and mailboxes required to undertake their role. A Local Induction Adviser will have been identified and advised of their role in the National Induction Program. A fully functional workstation will be established for the Participant, including the provision of required assets and necessary paperwork.	This is a pre-commencement phase only. As the Participant has not yet commenced there are no learning outcomes to be achieved.

Module 2 – Day 1 - Detailed curriculum and learning outcomes

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
2 – Day 1	**Welcome** • Welcome to the AEC and your new role • Welcome to the National Induction Program • Role of the AEC • Organisational structure • Participant Role • Housekeeping **AEC values and expectations** • Introduction to SES or EL • AEC values and expectations (brief overview) • State/Branch expectations including expectations of staff • Current operating environment (brief overview) • State/branch future directions (brief overview) **Introductions - to the site and team** • Amenities • Evacuations • Co-workers • Key staff e.g. First Aid, WCO, HSRs, and SLOs • Other e.g. parking, social clubs etc. **Security** • Security passes and photo id • Lost or stolen passes • Visitors • Emergency information **Introduction to Local Induction Adviser** • Introduction including brief history of role • Roles and responsibilities • Expectations of both Participant and Local Induction Adviser • Curriculum for National Induction Program • Expectation for ongoing and regular feedback **AEC identification and asset handover** • Mobile phones (where applicable) • RSA tokens • Passes • IPads (where applicable) **Induction Videos – Executive Leadership Team** • Welcome to the AEC • AEC values and commitments	Recognise the importance of their job role, and the role of others, and describe how these roles contribute to the AEC business outcomes and agency objectives. Recognise the importance of the AEC values and commitments and describe why they underpin the work of the AEC. Comply with AEC building access procedures and policies when attending AEC offices, recognising the importance of security and identification within AEC. Set up their workstation in accordance with AEC approved resources and checklists. Comply with AEC procedures and guides when setting up and using AEC IT systems, and state their responsibilities regarding the personal use of AEC IT systems. Recognise the importance of political neutrality and appropriate personal social media use, and recall where to find AEC policies to ensure compliance.	Behave in accordance with the AEC values and commitments, and describe why they underpin the work of the AEC. Promote and contribute to a positive organisational culture based on quality, agility and professionalism. Recognise the importance of transparency in the AEC and its impact on reputation and public perception. Identify how their role contributes to AEC business outcomes and agency objectives. Identify the internal and external factors of the AEC's environment and consider them when performing their role.

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
	• Expected behaviours of AEC staff • AEC Corporate Plan **Workstation** • Workstation set-up • Telephone threat checklist • Phones and how to use them • Local phone lists • RSA tokens • MFD cards **Systems access** • Two factor authentication set-up • User name and passwords • Delays in IT access • Setting up your email • Setting up your printer • Registering your MFD • Personal use of IT • Social Media Policy (brief overview) • Political Neutrality Policy (brief overview) • Conflict of Interest Policy (brief overview) **AEC Intranet** • Overview of the Intranet • How to navigate the Intranet • AEC Learning		

Module 3 – Week 1 - Detailed curriculum and learning outcomes

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
3 – Week 1	**National Induction eLearning** **Work Health and Safety** - WHS eLearning - WHS Legislation and Policy - Work Health and Safety Act 2011 (Cth) - Work Health and Safety Policy - Work Health and Safety Statement of Commitment - Safety, Rehabilitation and Compensation Act - AECsafety - Injury management and safety in the workplace - Classification of WHS incidents - AEC incident reporting flowchart - How to lodge an incident - Fatigue management - Fatigue Prevention and Management Policy - Fatigue prevention and management guide **Maintain a Positive Workplace** - Maintain a Positive Workplace eLearning - Respect at Work Policy - Confidentiality and the Privacy Act 1988 - Workplace bullying and harassment - Definitions and terminology - Workplace Contact Officers **Wellbeing and employee support services** - Work Health and Safety Act 2011 (Cth) - Employee Assistance Program (EAP) - Incident support - Early Intervention Program - Internal support – HSRs, First Aid, **AEC Corporate Plan and key agency activities** **AEC Enterprise Agreement and employment legislation** - Engagement of APS employees - Terms and conditions of employment - Senior Executive Service (SES) - Statutory office holders - AEC Enterprise Agreement 2016-2019 - Public Service Act 1999 - Senior Executive Remuneration and Review Policy - Pay, leave, and conditions	Recognise that work health and safety is everyone's responsibility, and that our behaviours and actions can affect workers and the workplace. Recognise the importance of managing and reporting incidents, and recall the processes and systems used to report incidents in the AEC. Comply with the AEC's stance on bullying, harassment and discrimination, recognise why inappropriate behaviour will not be tolerated, and understand that all instances relating to bullying, harassment and discrimination must be addressed immediately. Recognise the importance of staff wellbeing, and identify the support services available to AEC staff and their families. Demonstrate behaviour that aligns with the APS values and code of conduct, and AEC policies, procedures and legislation. Identify the purpose of the AEC's Corporate Plan, recall the agency activities and identify how their role contributes to achieving the activities. Identify the terms and conditions of their employment and flexible working arrangements. Navigate the AEC's employment system and demonstrate how to input and submit timesheets, and leave requests.	Behave in accordance with the AEC values and commitments, and describe why they underpin the work of the AEC. Make decisions and demonstrate behaviours that represent the APS values and comply with the APS Code of Conduct. Promote and contribute to a positive organisational culture based on quality, agility and professionalism. Apply learning to role that is compliant with policies, procedures and legislation relevant to the AEC. Identify how their role contributes to AEC business outcomes and agency objectives.

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
	• AEC hours of work • Flexible work arrangements • Flextime and overtime guide • Working outside the office Policy • Time Off In Lieu Arrangements Policy • Aurion Employee Self Service (ESS) **Other** • Other eLearning modules • Setting up voicemail/mailboxes • Community and Public Sector Union (CPSU)		

5

Module 4 – Week 2 - Detailed curriculum and learning outcomes

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
4 – Week 2	**Cultural Appreciation** • Cultural Appreciation eLearning • Engaging with Indigenous Australians Reconciliation Action Plan • Indigenous Electoral Participation Program (IEPP) • Acknowledgement of Country **Diversity, culture and inclusion** • Diversity and inclusion strategy • Diversity • Inclusion • Why diversity and inclusion matter • Culture • APSC – Diversity and Inclusion page **Protective Security Awareness** • Protective Security Awareness eLearning • Australian Government Protective Security Policy Framework • AEC Protective Security Policies incl. clear desk policy • Agency security plan • Election Waste Policy • Forms and procedures incl. security passes, visitors, telephone threat checklists, security clearances, security incidents. • Contacts **IT security** • IT security • Australian Government Protective Security Policy Framework • Phishing **Fraud** • Fraud Awareness eLearning **Security incidents** • Recordkeeping and information management in the AEC • Information Management and ObjectiveIM eLearning • Recordkeeping in the AEC • What is a record? • AEC Recordkeeping Policy • ObjectiveIM	Conduct AEC business in a culturally appropriate way, and apply learning that will assist in the engagement and communication with Aboriginal and Torres Strait Islander peoples. Recognise the benefits of workplace diversity, and its ability to support the AEC in becoming a higher performing organisation. Recognise how the AEC's Diversity and Inclusion Strategy can support staff in fostering an environment that values the contributions of those who are culturally and linguistically diverse. Recognise the important role that all AEC staff have in keeping information and IT assets safe, and comply with all policies and procedures to help protect information and assets. Recognise that all AEC staff have a responsibility to promote a strong security culture, and recall what to do in the event of an incident or suspected incident. Apply AEC policy and guidance to support strong information management, and maintain all records and information within the AEC's recordkeeping system. Comply with the AEC's Performance Management Program, and recognise that regular formal and informal discussions can effectively support the learning and development of AEC staff.	Behave in accordance with the AEC values and commitments, and describe why they underpin the work of the AEC. Make decisions and demonstrate behaviours that represent the APS values and comply with the APS Code of Conduct. Promote and contribute to a positive organisational culture based on quality, agility and professionalism. Apply learning to role that is compliant with policies, procedures and legislation relevant to the AEC. Identify how their role contributes to AEC business outcomes and agency objectives. Identify the internal and external factors of the AEC's environment and consider them when performing their role.

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
	• Staff responsibilities • AEC's Information Governance Framework **Performance Management Program** • Probation (brief discussion where applicable) • Probation Policy • Individual Performance Plan (IPP) • IPP initial discussion • Performance Management Program Procedures • How to complete your IPP in Aurion		

Module 5 – Week 3 - Detailed curriculum and learning outcomes

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
5 – Week 3	**Privacy** • Privacy Awareness eLearning • AEC Privacy Policy • Privacy Act • Privacy Principles • What is privacy? – Video OAIC • Privacy breach's & reporting a breach/suspected breach **Key AEC policies and guidelines** • AEC Corporate Plan • Election Procedures Manual • Policy Framework **Political neutrality** • Political Neutrality Policy • Acknowledgment and Declaration of Key Obligations **Conflict of interest** • Conflict of Interest Policy • APS Code of Conduct **Social media use** • Social Media Policy • Political Neutrality Policy	Recognise the importance of protecting personal information, and have an awareness of the AEC's obligations under the *Privacy Act 1988*. Describe the varying forms of personal information managed by the AEC, including how the information is received and the way the AEC must handle the information. Describe what a privacy breach is, including the two main types of breaches, and recognise how to report an apparent or suspected breach, and where to direct an individual's complaint. Recognise the importance of adhering to policy, and how applying policy leads to nationally consistent process and decision making. State the reasons why APS employees must be apolitical, impartial and take all reasonable steps to avoid conflicts of interest, and describe the impact on the agency should staff not adhere to these directions.	Behave in accordance with the AEC values and commitments, and describe why they underpin the work of the AEC. Make decisions and demonstrate behaviours that represent the APS values and comply with the APS Code of Conduct. Promote and contribute to a positive organisational culture based on quality, agility and professionalism. Apply learning to role that is compliant with policies, procedures and legislation relevant to the AEC. Identify how their role contributes to AEC business outcomes and agency objectives Identify the internal and external factors of the AEC's environment and consider them when performing their role.

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
6 – Week 4	**APS Values and Code of Conduct** • APS Values • APS Code of Conduct • APS Employment Principles • Public Service Act 1999 • Determining breaches of the APS Code of Conduct **Public Governance and Accountability** • Public Governance Performance and Accountability Act 2013 • Accountable Authority Instruction (AAI) • Financial duties of officials eLearning **Procurement and Contract Management** • Procurement and contract management eLearning • Procurement and delegation • Procurement compliance • Commercial Law and Procurement (CLP) • AEC's procurement framework • AEC's compliance framework • Procurement and Contract Management Procedures • Reporting procurements • Existing Arrangements, Open Tenders, Limited Tenders **Financial management and finance systems** • Finance in the AEC eLearning • Finance.Simple • Budgeting in the AEC eLearning (where applicable) • Credit cards • Credit card eLearning (where applicable) • Official travel **Ballot Paper Handling** • Ballot Paper Handling eLearning • Ballot Paper Handling Policy • Ballot Paper Handling Scenario Guide • Ballot Paper Secure Zones **Individual Performance Plans** • Performance Management Program Procedures • Australian Public Service Directions 2016 **Probation** • Probation – initial discussion • Probation Policy • Probation Report	Recognise the importance of maintaining the trust and confidence of all AEC stakeholders, including government and the Australian public, when undertaking AEC business. Recognise that public confidence can be affected by the actions of the AEC and its staff, and identify why it is so important for staff to comply with the APS Values and Code of Conduct. Recognise the AEC's obligations under the *Public Governance, Performance and Accountability Act,* and demonstrate compliance through the use of available tools and resources. Identify how to conduct procurement and finance activities in the AEC, and recall where to locate the systems, templates and evidence used when procuring goods or services. Adhere to the AEC's Ballot Paper Principles and recognise the importance of Ballot Paper Handling procedures, including staff obligations when handling Ballot Papers.	Behave in accordance with the AEC values and commitments, and describe why they underpin the work of the AEC. Make decisions and demonstrate behaviours that represent the APS values and comply with the APS Code of Conduct. Promote and contribute to a positive organisational culture based on quality, agility and professionalism. Apply learning to role that is compliant with policies, procedures and legislation relevant to the AEC. Recognise the importance of transparency in the AEC and its impact on reputation and public perception. Identify how their role contributes to AEC business outcomes and agency objectives.

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
7 – Months 2 and 3	**Public Engagement** • AEC service charter • Public contact channels • Quality client service • Service level standards • Enquiry resolution • Public Engagement Contact Tool • Telephone guidelines and protocols • Email guidelines and protocols • Public Enquiries Procedures • Telephone threat checklist • Scripts for standard replies to frequently asked questions **Complaints** • Complaints Management Framework • Complaints Management Policy • Complaints Management Procedures • Internal Review Management Procedures **Probation** • Probation Reports • Probation Policy • Staff responsibilities • How to know if your staff member is on probation • First probation discussion and report	Recognise the importance of Public Engagement in the AEC, and the requirements and expectations of AEC staff in managing enquiries, complaints and feedback. Comply with the AEC's Complaints Management Framework and apply the processes and principles of the Framework when responding to enquiries and complaints. Recognise the importance of effective complaints management in maintaining stakeholder relationships and strengthening the AEC's reputation.	Behave in accordance with the AEC values and commitments, and describe why they underpin the work of the AEC. Make decisions and demonstrate behaviours that represent the APS values and comply with the APS Code of Conduct. Apply learning to role that is compliant with policies, procedures and legislation relevant to the AEC. Recognise the importance of transparency in the AEC and its impact on reputation and public perception. Identify how their role contributes to AEC business outcomes and agency objectives.

Module 8 – Months 4 and 5 - Detailed curriculum and learning outcomes

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
8 – Months 4 and 5	**Election Readiness** • Our task to deliver a federal election - video • Election readiness • Election Readiness Framework • Observation Register • Directed Level of Election Readiness table • Election Ready Road Map • Election Readiness Assessment Framework • Planning and preparation • Delivery plans • Operational Planning Matrix • Operational Planning User Guide • Operational Planning Principles • Event Strategy • Event Picture • Transition to election time • Writ to Writ timetable • Election Diary **Risk Management** • Risk Management • Public Governance, Performance and Accountability Act 2013 • Risk Management Policy • Risk Appetite Statement • Risk Matrix • Risk Management Systems (ARMS) **Probation** • Probation Policy • Probation Reports • Responsibilities • Second probation discussion and report • Final probation discussion and report	Identify the multiple actions that are involved in delivering high quality, trusted electoral services. Recognise the importance of applying approved processes and procedures to ensure public confidence is maintained. Recognise why effective election planning and maintaining the appropriate level of 'election readiness' allows the AEC to be ready to conduct an electoral event. Discuss why the Directed Level of Election Readiness (DLER) model allows the AEC to effectively manage the risks and costs involved in maintaining election readiness. Utilise AEC tools to identify upcoming election delivery activities that require action, and identify the future impact and consequence should deadlines be missed. Address election critical activities through effective operational planning, and recognise the interdependencies between the strategic and operational plans. Recall the AEC's appetite and tolerance for risk and assess the likelihood and consequence of risk using the AEC's risk management tools.	Behave in accordance with the AEC values and commitments, and describe why they underpin the work of the AEC. Make decisions and demonstrate behaviours that represent the APS values and comply with the APS Code of Conduct. Promote and contribute to a positive organisational culture based on quality, agility and professionalism. Apply learning to role that is compliant with policies, procedures and legislation relevant to the AEC. Identify how their role contributes to AEC business outcomes and agency objectives. Identify the internal and external factors of the AEC's environment and consider them when performing their role.

Module 9 – Program Evaluation - Detailed curriculum and learning outcomes

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
9 – Program Evaluation	**National Induction Program evaluation** • Final check-in point • Evaluation questionnaire • Checkbox survey	Line Managers and Participants will have discussed their experience of the National Induction Program and captured their feedback. Line Managers and Participants have discussed the questions raised in the Program Evaluation Questionnaire, capturing areas for program improvement and identifying Participant knowledge gaps where further professional development may be required. Line Managers and Participants have completed the Module 9 Checkbox surveys Participants are fully engaged, undertaking their role with minimal supervision, and continuing to adhere to the National Induction Program's overall Learning Outcomes.	By this point all nine learning outcomes should be discussed and achieved. Where it is identified that further learning is required this must be captured in the Participants IPP.

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
10a (virtual and face to face content)	**Executive Leadership Team Messages** • Welcome from the Electoral Commissioner • Deputy Electoral Commissioner overview • Enabling and Regulation Division overview • Service Delivery Division overview • Organisational Transformation Division overview **The role of the AEC** • The services provided by the AEC • The AEC's values and commitments • The APS values • Election readiness • Election Readiness Framework • Directed Level of Election Readiness (DLER) • Election Ready Road Map (ERRM) • Event Strategy • Event Picture **The AEC's operating environment** • AEC Corporate Plan • AEC Annual Report • 2019 JSCEM submission • Internal and external factors that impact the AEC • Stakeholders **The AEC's organisational structure** **Parliament House Tour** • House of Representatives Chamber • Senate Chamber • Other rooms **BRIDGE** • What is BRIDGE • BRIDGE methodology • What is an election • Why have elections • Credibility and political neutrality • Guiding principles of election management • Electoral principles • Free and fair elections • Working with stakeholders **Electoral Events** • Federal electoral event	Recognise the importance of their role, and the role of others, and describe how these roles contribute to the AEC's business outcomes and agency objectives. Identify the internal and external challenges faced by the AEC, and recognise the importance of managing 'election readiness' to minimise these challenges. Describe the role of Parliament and the role the AEC plays in its formation. State the reasons why APS employees must be apolitical, impartial and take all reasonable steps to avoid conflicts of interest. Describe what a credible election looks like and what constitutes a free and fair election. Describe elements of the Australian federal electoral system including the AEC's statutory roles and responsibilities and preferential voting. Identify the three levels of government and variations in electoral systems used in Australia.	Behave in accordance with the AEC values and commitments, and describe why they underpin the work of the AEC. Make decisions and demonstrate behaviours that represent the APS values and comply with the APS Code of Conduct. Promote and contribute to a positive organisational culture based on quality, agility and professionalism. Apply learning to role that is compliant with policies, procedures and legislation relevant to the AEC. Recognise the importance of transparency in the AEC and its impact on reputation and public perception. Identify how their role contributes to AEC business outcomes and agency objectives. Identify the internal and external factors of the AEC's environment and consider them when performing their role. Explain the role of Parliament, the role the AEC plays in its formation and the importance of political neutrality. Explain the guiding principles of electoral management and the three levels of government in Australia.

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
	• State/territory elections • Local government elections • Industrial elections • Three levels of government **National Electoral Education Centre (NEEC)** • Eligible Elector Program • History of Australian democracy • Full preferential voting • Voting formally • Ballot paper preferences – activity		

Module	Module Content	Learning Outcomes	Relevant Overall Program Learning Outcomes
10b (virtual and face to face content)	**State Manager/Branch Head messages** • State office /Branch overview **The role of the AEC** • The services provided by the AEC • The AEC's values and commitments • The APS values • Election readiness • Election Readiness Framework • Directed Level of Election Readiness (DLER) • Election Ready Road Map (ERRM) • Event Strategy • Event Picture **The AEC's operating environment** • AEC Corporate Plan • AEC Annual Report • 2019 JSCEM submission • Internal and external factors that impact the AEC • Stakeholders **The AEC's organisational structure** **BRIDGE** • What is BRIDGE • BRIDGE methodology • What is an election • Why have elections • Electoral principles • Free and fair elections **Electoral Events** • Federal electoral event • State/territory elections • Local government elections • Industrial elections • Three levels of government **Preferential Voting** • Full preferential voting • Voting formally • Ballot paper preferences – activity	Recognise the importance of their role, and the role of others, and describe how these roles contribute to the AEC business outcomes and agency objectives. Identify the internal and external challenges faced by the AEC, and recognise the importance of managing 'election readiness' to minimise these challenges. Describe elements of the Australian federal electoral system including the AEC's statutory roles and responsibilities and preferential voting. Identify the three levels of government and variations in electoral systems used in Australia.	Behave in accordance with the AEC values and commitments, and describe why they underpin the work of the AEC. Make decisions and demonstrate behaviours that represent the APS values and comply with the APS Code of Conduct. Promote and contribute to a positive organisational culture based on quality, agility and professionalism. Recognise the importance of transparency in the AEC and its impact on reputation and public perception. Identify how their role contributes to AEC business outcomes and agency objectives. Identify the internal and external factors of the AEC's environment and consider them when performing their role. Explain the guiding principles of electoral management and the three levels of government in Australia.