

Frequently Asked Questions (FAQs)

Updated mandatory training for employees we support

Contents

What is happening?	1
Why are we updating the mandatory training materials?	2
Who will this impact?.....	2
What are 'train the trainer' sessions?	2
How will the train the trainer sessions be rolled out?	2
When will the train the trainer sessions happen?	2
How long are the train the trainer sessions?	2
When will the train the trainer sessions happen at my site?	3
What if the training session for my site is outside of my normal working hours?.....	3
How many people will be in each train the trainer session?	3
What format will the train the trainer session be in?	3
What can I do if it's not possible for me to drive to the face-to-face session that my site has been scheduled into?	3
What if I can't make the train the trainer sessions?	3
How will I be supported through the change?.....	3
When do the new modules need to be implemented by?	3
What happens if an employee we support has already completed these modules this year, do they have to do them again?	4
What happens if a trainer leaves the company, will the train the trainer sessions be re done for the new trainer?	4
Is the Defence Assistance Program (DAP) included in this update?.....	4
I have feedback on the train the trainer sessions, who do I speak to?.....	4
More information?	4

What is happening?

We are updating all mandatory training materials for employees we support to ensure consistency of learning and accurate reporting.

Employment Coaches will be trained on how to effectively deliver the modules to employees, while maintaining consistency across our sites.

Here is an [Easy Read](#) you can share with employees we support to help explain these changes to their mandatory training.

Why are we updating the mandatory training materials?

These changes ensure consistent training across the organisation, Employment Coaches are supported with a suite of facilitator guides and modules in Easy Read format, to ensure employees we support are receiving the same consistent training.

This also ensures compliance with legislation and maintains training relevance, reduces health and safety risks and improves learning outcomes.

Who will this impact?

Employment Coaches, Site Managers and Production Team Leaders in the Work division.

What are 'train the trainer' sessions?

The train the trainer sessions are designed to empower Employment Coaches to deliver the modules to employees we support in a way that is consistent across each Work site.

How will the train the trainer sessions be rolled out?

The Learning & Development Team, in collaboration with the Business Excellence and Workplace Health & Safety (WHS) Teams, have directly engaged each Work site to schedule information sessions and facilitate the rollout of Train the Trainer training.

Each session will go through three of the new learning modules.

The below schedule has been determined for when the train the trainer sessions will take place at each site.

Following the train the trainer sessions, sites are empowered to implement the new modules in line with their usual training schedules.

Sites can access the below resources through the [intranet](#) or [Engage](#).

When will the train the trainer sessions happen?

Train the trainer sessions will be rolled out between May and July 2024.

The project team will have been in touch to schedule the trainer sessions at your site.

If you have not yet been approached, please call Practice Education Advisor, Ray Anderson on 0409 518 932 or by emailing ray.anderson@endeavour.com.au

How long are the train the trainer sessions?

The train the trainer sessions will last for four (4) hours. Employment Coaches can choose to attend a morning or afternoon session as below.

- AM session: 9am – 1pm
- PM session: 11:30am – 3:30pm

When will the train the trainer sessions happen at my site?

Take a look at the [site schedule on Engage](#) to see when they will happen at your site.

What if the training session for my site is outside of my normal working hours?

Please raise this issue with your site manager.

How many people will be in each train the trainer session?

A maximum of 15 people will be at each training session. This has been intentionally done to ensure that each group is small enough to create a productive learning environment.

What format will the train the trainer session be in?

While we would love to make them all face to face, the train the trainer sessions will be a mixture of virtual and face to face. A mix of virtual and face-to-face. Face-to-face sessions will be held within driving distance from Brisbane due to the organisation wide travel ban or virtually for other sites.

What can I do if it's not possible for me to drive to the face-to-face session that my site has been scheduled into?

It is okay if you cannot make the drive to attend the face-to-face session. You are welcome to join a virtual session instead.

You can choose to join another session from the [schedule on Engage](#). Please ensure you let your manager know that you are attending a different session.

What if I can't make the train the trainer sessions?

We understand that schedules can be busy and attending the sessions may not always be possible. However, it is compulsory to attend a training session.

Catch-up sessions will be arranged for Employment Coaches who couldn't attend the initial training. Ray will reach out individually to those who missed the sessions to schedule a catch-up session that accommodates everyone's calendars.

If you're unable to attend the catch-up session, you can watch a recording of the sessions to catch up. Nevertheless, we encourage all Employment Coaches to prioritise attending either the sessions or the catch-up session.

How will I be supported through the change?

We understand that this is a significant change, and we want to support you as best we can. That's why we have developed a suite of facilitator guides to assist trainers throughout the training sessions. These will be used throughout the train the trainer sessions and are available on [Engage](#) and the [intranet](#).

If you have any feedback on how we could improve, please email learning@endeavour.com.au

When do the new modules need to be implemented by?

It is recommended for all employees we support to complete their modules by the end of 2024.

What happens if an employee we support has already completed these modules this year, do they have to do them again?

No, if an employee has completed the previous modules on the same topic, that will be sufficient for that year. But the following year they will need to complete the new modules.

What happens if a trainer leaves the company, will the train the trainer sessions be re done for the new trainer?

No. It will be the responsibility of Site Managers and senior staff to train the new trainer, as they would with any new trainer that joins the organisation.

Many resources are available to support this including the facilitator guides, information sheets and contacting People and Wellbeing through the [#TeamPossible Support Hub](#) for further support.

Is the Defence Assistance Program (DAP) included in this update?

Yes. However, its rollout will occur later in the year. Due to DAP being a government-based initiative with existing mandatory training in place, our team is assessing our obligation to train employees in line with government requirements to avoid duplication.

I have feedback on the train the trainer sessions, who do I speak to?

Any feedback you have on the modules, facilitator guides, information sheets or train the trainer sessions is welcome.

Please email learning@endeavour.com.au with your feedback.

More information?

For more information, please visit the [intranet](#), contact the Learning and Development team through the [#TeamPossible Support Hub](#) or via email at learning@endeavour.com.au