

# Trainer guide

Mandatory training for employees we support

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### Introduction

Thank you for completing 'train the trainer' training session recently. We hope you feel empowered to deliver the training modules to employees we support.

This document has everything you need to support you. However, if there is something missing, you have a question or you need additional support, please email [learning@endeavour.com.au](mailto:learning@endeavour.com.au).

Included in this document is:

- Program overview
- Tips for training delivery
- Where to access resources
- Support available
- Suggested training schedule
- Frequently Asked Questions

If at the end of the train the trainer sessions you have any queries, feedback or concerns, please directly contact the facilitator, Ray Anderson on [ray.anderson@endeavour.com.au](mailto:ray.anderson@endeavour.com.au) or by calling 0409 518 932.

### Programme overview

#### Background

In 2023 the Learning & Development and Business Excellence Teams commenced a review of mandatory training for employees we support following concerns from sites and WorkSafe Australia about the quality of the content and the way we record training.

The review addressed these concerns and evaluated the entire process, identifying various improvement opportunities. Key approved improvements include:

- A comprehensive update of mandatory training packs with refreshed content and new resources, accessible via Engage.
- Providing employees we support with the option to choose how they receive mandatory training. They can opt for traditional group sessions or conduct self-led or supported learning through eLearning modules on Engage.
- People and Wellbeing will take ownership of managing updates to content and supporting Service Delivery in delivering the training to employees we support.

Implementation of these changes and any process updates will be conducted in two phases:

#### Phase 1: Train the Trainer

This involves conducting train the trainer sessions for Employment Coaches and site personnel responsible for delivering induction and mandatory training. This will involve an introduction to the new training packages for group-based learning and any changes to the process, including reporting.

#### Phase 2: Choice and Control

In line with our commitment to providing choice and control, we will introduce the new eLearning modules to employees we support. Guidance will be provided on how they can engage in online learning. During this phase, employees will have the option to continue with group sessions or transition to self-led online learning using an Endeavour Foundation email address.

This resource and other supporting documents are designed to assist Employment Coaches and relevant staff in delivering quality training consistently and effectively, ensuring people are supported to be safe in their roles and workspace.

## Tips for training delivery

*The below information is recommendation only. Please deliver the training in a way that suits your specific site requirements best.*

**Please note: An internet connection is needed to deliver the training modules.**

### Face-to-Face

This is the most common way these sessions are currently delivered, usually in groups. Historically this was the only method available as Endeavour Foundation did not have the systems available to deliver in modern ways.

To deliver sessions in this mode, you will need:

- The relevant training module for the session.
- The relevant facilitators guide for the session.
- All resources as listed in the 'resources required' section of the facilitators guide for each session. Please review the session before delivery to ensure you are aware of any linked resources.

These can all be found on Engage: <https://engage.endeavour.com.au/course/view.php?id=969>

It is up to you how many people you include in the group training sessions. However, we recommend having no more than four people per group as this is the most effective way of ensuring quality learning and engagement interactions within each participant in the group.

### Online learning

In phase two, all mandatory training packages will also be available in digital eLearning formats online via Engage and feature interactive units similar to those currently available to all staff. These are designed to be completed by employees we support either independently or supported by a staff member to navigate the modules on a device such as a laptop or tablet. This includes people we are supporting to build their skills in using technology and online systems and can form part of their support and career development plan.

Managers and trainers at sites should consider the following when assessing the training needs of employees we support:

- The language, literacy and numeracy skill level of potential online learners.
- Availability of the requisite hardware resources i.e. laptops, headphones and other supporting ICT devices.
- Any employees wishing to conduct their own self-led learning or supported learning online through Engage eLearning modules will need an Endeavour Foundation e-mail address and nomination made through the Learning & Development Team so that their profile can be correctly established in the system

If you have any enquiries about the face-to-face packages, eLearning modules or advice about the content and delivery of training please contact [learning@endeavour.com.au](mailto:learning@endeavour.com.au)

## Where to access resources

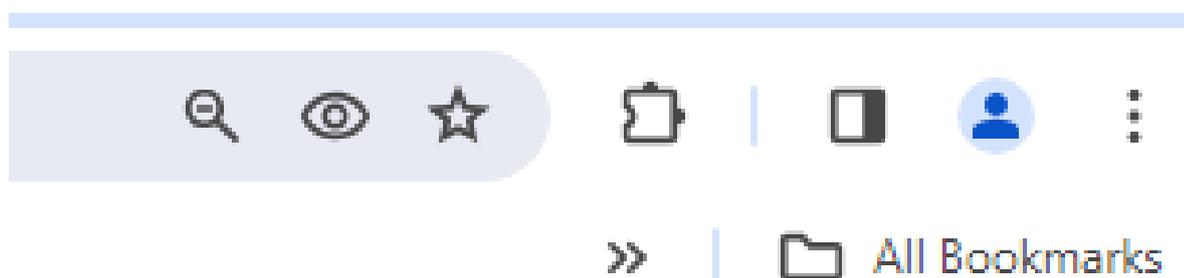
All of the new training modules and facilitator guides are available in [Engage](#) and on the [intranet](#).

Engage can be accessed via any personal computer (PC), laptop or smart device with internet access.

- Read [Easy Read: How to access your online learning in Engage](#) and share with employees we support where necessary.

### Tips

- Make sure you are using **Google Chrome** as the web browser
- Make sure the eye below doesn't have a crossed line through it



The outdated training PowerPoint packs will remain in the N Drive during the delivery of train-the-trainer sessions (Stage 1 of rollout) but will be removed on Monday 29 July, 2024 as these are not fit-for-purpose. The Learning, Leadership, and Professional Development team has collaborated with Site Managers to ensure that any modules still in use on-site will not be removed.

Sites should ensure that any copies of the outdated training packs are also removed to ensure consistency and quality of training.

All resources are in read only format and cannot be altered without consultation with the Learning, Leadership and Professional Development (LLPD) Team. If there is a need to update any content in units, please contact the team on [Learning@endeavour.com.au](mailto:Learning@endeavour.com.au)

## Suggested training schedule

*If you already have your own established schedule, please continue with what works for your site.*

The suggested training schedule below is flexible and adaptable. It assumes that employees have completed previous sessions within the last 12 months.

While the schedule spans six consecutive months, the sooner that all employees we support complete the sessions, the better.

Sites have the discretion to choose which six months of the year to designate for training. Recognising work demands and unforeseen circumstances, the schedule serves as a suggestion and can be adjusted as needed to meet site-specific needs.

<b>1<sup>st</sup> Month</b>	Bullying and Harassment Evacuation Training
<b>2<sup>nd</sup> Month</b>	Violence, Abuse, Neglect and Exploitation (VANE) Manual Handling
<b>3<sup>rd</sup> Month</b>	Hazards and Hazard Reporting Personal Protective Equipment (PPE) (if relevant at site, deliver earlier)
<b>4<sup>th</sup> Month</b>	Personal Protective Equipment (PPE) (if relevant at site, deliver earlier) Hazardous Substances

## New Starters proposed schedule

All new employees should complete the training modules within the first **3 weeks** of their commencement.

<b>1<sup>st</sup> Week</b>	Evacuation Training Bullying and Harassment Safety Around Vehicles (if relevant at site, if not can be delivered last)
<b>2<sup>nd</sup> Week</b>	Violence, Abuse, Neglect and Exploitation (VANE) Manual Handling Hazards and Hazard Reporting
<b>3<sup>rd</sup> Week</b>	Personal Protective Equipment (PPE) (If relevant at site deliver earlier in week 1 or 2) Hazardous Substances

## Who do I contact if I need support or have feedback?

All enquiries related to general operations and scheduling of training at site level should be directed to your line manager or Site Manager in the first instance.

If you have a specific question related to the training content, supporting resources such as facilitator notes and/or Engage please direct your enquiry to the LLPD Team (see details below).

If you have any questions regarding process improvement or the next stage of the rollout of improvements, please direct your enquiry to the Business Excellence Team (see details below).

Reason for contact	Contact details
<ul style="list-style-type: none"> <li>• Issues with training resources</li> <li>• Can't locate resources</li> <li>• Information on incorrect resource</li> <li>• Discussions about content</li> <li>• Support with content</li> <li>• Online modules</li> </ul>	Contact LLPD: In subject line write: <i>Mandatory sessions for employees we support query</i> <ul style="list-style-type: none"> <li>• <a href="mailto:learning@endeavour.com.au">learning@endeavour.com.au</a></li> </ul>
<ul style="list-style-type: none"> <li>• Questions around rollout</li> <li>• Timing – what needs to be done and when</li> </ul>	Crystal Swalens, Business improvement Specialist <ul style="list-style-type: none"> <li>• <a href="mailto:crystal.swalens@endeavour.com.au">crystal.swalens@endeavour.com.au</a></li> </ul>
<ul style="list-style-type: none"> <li>• <b>IT issues:</b> ICT have been briefed on these changes and are available to support work sites with any technical difficulties.</li> </ul>	Contact ICT: <ul style="list-style-type: none"> <li>• Call the IT Helpdesk on 1300 742 212</li> <li>• Log a ticket at the <a href="#">#TeamPossible Support Hub</a></li> </ul>
<ul style="list-style-type: none"> <li>• <b>Workplace Health and Safety (WHS) issues:</b> If you have any safety related questions or concerns, you can reach out to your dedicated WHS representative for Work.</li> </ul>	Greg Mack: <ul style="list-style-type: none"> <li>• 0411 019 719</li> <li>• <a href="mailto:greg.mack@endeavour.com.au">greg.mack@endeavour.com.au</a></li> </ul>
Issues with 'train the trainer' sessions <ul style="list-style-type: none"> <li>• Feedback</li> <li>• Questions</li> </ul>	Ray Anderson <ul style="list-style-type: none"> <li>• 0409 518 932</li> <li>• <a href="mailto:ray.anderson@endeavour.com.au">ray.anderson@endeavour.com.au</a></li> </ul>

## Frequently Asked Questions

### Where can I find the resources?

All resources are available on [Engage](#).

### Do we need to follow the schedule as set out?

Scheduling is a site-specific decision. The schedule in this document is a recommendation.

### 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 training?

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.

### 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](mailto:learning@endeavour.com.au)