

## Staff Recruitment and Professional Development

### Scope

This Policy applies to all staff at each of the following Kaplan International Languages schools (each a “School” and collectively the “Schools”), as follows:

- Sydney – Kaplan International English (Australia) Pty Ltd (ABN 31 003 631 043) trading as *Kaplan International Sydney*
- Melbourne/Adelaide – Kaplan International (Melbourne & Adelaide) Pty Ltd (ABN 90 129 017 385) trading as *Kaplan International Melbourne* and *Kaplan International Adelaide*
- Perth – Kaplan International (Perth) Pty Ltd (ABN 76 079 200 212) trading as *Kaplan International Perth*
- Brisbane – Kaplan International (Brisbane) Pty Ltd (ABN 81 097 629 073) trading as *Kaplan International Brisbane*

### Purpose

The purpose of this policy is to provide information and clear guidelines to staff regarding the recruitment and induction of new staff members and the provision of ongoing professional development for all staff.

### Policy Statement

The Schools are committed to recruiting specialist staff who are provided with appropriate ongoing opportunities for professional development. This Policy addresses how the Schools will:

- recruit appropriately qualified and experienced staff;
- provide new staff with an appropriate induction to their role and to the School;
- guide and support the professional development of all staff; teaching, academic and support staff, by creating a rich and ongoing program of professional development.

All staff recruitment, induction and professional development activities will be carried out in accordance with this policy and with regard to all applicable legislative and regulatory requirements; including, but not limited to ensuring all staff are recruited in a way that is compliant with employment legislation, and making sure teaching and academic staff meet the requirements of the National ELICOS Standards (Standard 6).

## Definitions

<b>Casual Staff</b>	means a staff member who is engaged and paid on an hourly basis. Payment will include a loading to compensate for specific benefits to which the staff member has no entitlements i.e. sick leave, annual leave etc.
<b>DOS</b>	Director of Studies
<b>Validation</b>	means a quality review process that confirms the Schools' assessment system can consistently produce valid assessment judgements.
<b>WWCC</b>	means a Working with Children Check. It involves a <b>National</b> Police Check (criminal history record check) and a review of reportable workplace misconduct. The requirements vary between the legislation for states and territories.

## Guiding Procedures

### Staff Recruitment

Kaplan is committed to a policy of ethical and truthful advertising and marketing, which includes the recruitment and selection of all School staff, whether they are permanent part time, permanent full time, fixed term or casual. The Schools are equal opportunity employers and do not permit any form of discrimination in any areas of employment. The People and Culture team, in collaboration with School Management, are responsible for ensuring that all recruitment of staff complies with this policy, People and Culture guidelines, and all relevant legal and regulatory requirements. The Schools ensure that all qualifications of teachers are appropriately verified through an external supplier and all staff supply the School with a current WWCC (Working with Children Check).

### Teaching and Academic Staff

**Teachers** are required to have, at a minimum, the following:

- a degree or diploma of at least three years full-time or equivalent (teaching or other)
- a suitable TESOL qualification or qualification that contains TESOL as a method
- appropriate TESOL teaching experience or are formally supervised and/or mentored by a senior staff member with this experience.

**Senior academic leadership staff** are required to have, at a minimum, the following:

- a degree,
- suitable postgraduate TESOL qualification/s and
- appropriate educational management and TESOL teaching experience or equivalent.

All teaching and academic staff are to be fully informed of the requirements for delivering courses and have approval for delivering courses in accordance with this Policy before undertaking any of those activities. This policy ensures that academic staff undertaking teaching and academic supervisory roles are appropriately qualified in the field/discipline in which they teach or assess.

## Support Staff

The Schools employ appropriately qualified and experienced support staff who undertake the role of providing adequate welfare and learning support services for students, whether students are engaged in face-to-face or online studies; thereby enabling students to achieve their expected learning outcomes.

School support staff provide additional support with:

- accommodation
- social activities
- academic and future progress advice
- acclimatising to a new city/country
- welfare matters.

School support staff are readily available and experienced in providing intercultural welfare support to students and, when necessary, can refer students on to a professional and confidential counselling service for additional assistance. This service employs counsellors who have formal qualifications in counselling and/or relevant experience and are able to advise and provide additional counselling to students in welfare matters and academic progress and future study concerns.

## Staff Induction

The Schools undertake a formalised induction process which helps to integrate new staff (including casual staff); systematically introducing staff to:

- information required to perform the duties of their new role e.g. Staff Handbook
- their co-workers
- relevant School policies and procedures
- available resources
- health and safety issues
- personal entitlements, responsibilities and obligations

Kaplan is committed to providing a safe, healthy and inclusive work environment and expects students and staff to act in accordance with the requirements set out in the School's Prevention of Harassment and Bullying Policy, Sexual Misconduct Prevention and Response Policy and the Kaplan Critical incident Policy. During the induction process staff are given information and training on health and safety matters to help ensure they can confidently work in a safe and healthy manner. This includes information on their need to report any suspected breaches in employment obligations plus their obligations regarding working with students and other staff members.

The Schools ensure that all new staff are given sufficient time to participate in and complete the Schools' induction process, either as part of a group or individually. Inductions are carried out by a senior person from within the new recruit's department. As part of the induction process staff complete online modules and induction forms and are shown the School's Professional Development timetable, which outlines the current and planned professional development for a twelve (12) month period. All relevant forms are then forwarded to the People and Culture Department, in accordance with this policy and the associated procedures, and kept in the Staff Records.

## Professional Development

The Schools ensure, through following a comprehensive Professional Development Framework, that all staff receive appropriate guidance and support for professional development throughout their employment. Within this framework staff report and evaluate the benefits of training; strengthening the collaborative culture of the Schools and leading, where necessary, to organisational change. The Professional Development Framework consists of:

- Timetable of School initiated professional development
- Staff initiated professional development
- Accompanying professional development forms and templates
- Records of completed Professional Development

School sanctioned professional development activities allow **all staff** to: strengthen managerial and administrative skills, develop new skills and knowledge, raise work standards and keep abreast of changes in government regulations related to ELICOS and immigration matters, They provide **teaching and academic staff** with the opportunity to: maintain currency within the education industry, enhance their professional skills and keep up to date with the latest information and developments in the TESOL field. As well as assisting current staff to achieve expected work outcomes, the provision of a comprehensive professional development framework also helps the Schools to both attract and retain the highest quality staff.

## School Initiated Professional Development

Schools draw on both internal and external sources of expertise in order to implement an annual program, one session per month, of professional staff development. All sessions are planned and delivered by adequately qualified staff and/or contractors. They are provided for

varying combinations of teaching, academic and support staff and include, but are not limited to:

- Presentations e.g. classroom management
- Peer observations
- Review of teaching content/materials
- Workshops e.g. preventing burnout
- Validation/moderation sessions
- Small group activities e.g. how to use School resources more interactively
- Online training sessions or courses

Incorporated within the monthly professional development sessions, **all** staff members who interact directly with students receive information and training on the Schools' obligations under the ESOS framework, and how fulfilling these obligations can potentially impact students. Staff may also use their professional and educational experience to participate in the validation of the School's assessment materials, and these undertakings may be counted as professional development activities.

## Staff Initiated Professional Development

The responsibility for professional development is shared between the School and its staff, who are required to proactively identify their own professional development needs and engage in meeting them. In addition to undertaking school initiated professional development, staff are expected to provide evidence of having completed a minimum of two (2) professional development activities, (minimum of 10 hours), annually. These include, but are not limited to:

- Attendance at conferences
- workshops
- relevant professional memberships e.g. ISANA
- academic qualifications
- certified training
- webinars
- participation in assessment validation sessions
- self-training (e.g. online tutorials-NEAS, English Australia etc. and journal subscriptions)
- Senior academic leadership staff have an additional requirement to maintain an up-to-date knowledge of significant developments in TESOL theory and practice.

The Schools' *Professional Development Template* is available for all staff members to fill in and outlines the type and duration of acceptable professional development activities. Before being considered for financial support a staff member is required to show evidence, in the form of a written report to their DOS, of having applied knowledge resulting from a previous professional development activity. The Director of Academic then decides on the merits of the proposal and may provide assistance in the form of time off work, (to attend class, study for or take an exam), or full or part payment of the course or activity fee.

## Document Management

Records will be maintained in accordance with the requirements set out in the School's Record Management Policy. Records include, but are not limited to:

- staff qualifications and the evidence that they have been verified
- School initiated professional development sessions
- Staff WWCCs
- approved applications for staff initiated professional development

## Responsibilities

The Operations Support Manager and Regional Director of Academic, in collaboration with the Student Services Team and People and Culture team are responsible for the implementation of this policy. The People and Culture team is responsible for developing, monitoring and reviewing the induction process.

## Complaints and Appeals

Students who are dissatisfied with the application of this Policy by the School may refer to the School's Grievances, Complaints and Appeals Policy for information regarding their options.

## Relevant Legislation

As a registered education provider, Kaplan operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws. Below, please find the most relevant legislation which apply to this policy:

- The Education Services for Overseas Students Act 2000 (ESOS Act)
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students Regulations 2019  
ELICOS Standards 2018
- Work Health and Safety Act 2011(Cth)
- Anti- Discrimination Act 1977
- Privacy Act 1988 (Cth)
- Fair Work Act 2009

## Related Policies and Documents

This Policy should be read in conjunction with the following School specific policies:

- Marketing Policy
  - Learning Facilities and Resources Policy
  - Diversity Inclusion and Equity Policy
  - Sexual Misconduct Prevention and Response Policy
  - Prevention of Harassment and Bullying Policy
  - Grievances Complaints and Appeals Policy
- as well as the:
- Kaplan Health and Safety Policy

The following internal documents are available within the Company and support this Policy:

- Staff Matrix
- Health and Safety Management Manual - Australia and New Zealand
- KIL Supplementary Staff Handbook
- Staff Position Description
- Kaplan Financial Application Form
- Professional Development Template
- Induction Checklist
- Induction Policy
- Any employment/merit selection, probation procedure or policy
- Recruitment and Candidate Onboarding Process for Permanent and Fixed Term Hires
- Performance review and professional development procedure
- Professional Development Register/Log
- Teacher Self-Assessment Form

## Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officers to ensure compliance with this policy.

<b>Policy Category</b>	Operations			
<b>Responsible Officers</b>	PEO			
<b>Implementation Officer(s)</b>	Regional Director Academic, Operations Manager, KI Languages Regional Sales & Marketing Manager – Australia & New Zealand			
<b>Review Due Date</b>	June 2021			
<b>Approved by:</b>				
Principal Executive Officer				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved</b>	<b>Effective Date</b>
2.0	Kaplan Australia Quality, Regulations and Standards Team	Revised policy.	09/07/2020	30/07/2020