

14.1 TRAINING POLICY

14.1.1 Introduction

14.1.1.1 This section describes the overall training policy of the Federation. It explains in general terms what training is to be provided to each member of an affiliated service. It describes how the Federation monitors the quality of training and it describes how the Federation's own training policy can be integrated with the New Zealand Qualifications Authority in future.

14.1.2 Overall Training Policy

14.1.2.1 The Federation has five major policies that govern its training activities. These relate to:

- a) a commitment to excellence in training,
- b) the three types of training required for each volunteer,
- c) quality management of Federation training,
- d) compatibility with external training providers and qualifications, and
- e) the training support that the Federation provides to affiliated services.

14.1.3 Commitment to Excellence

14.1.3.1 The Federation believes that the quality of advice given to clients is heavily influenced by the quality of training initially given to volunteer advisers. That training is most strongly influenced by the quality of trainers at all levels, and in the case of advisers, also by the quality of supervision given to trainees during the probationary period. In the field of training the greatest possible good can be achieved by the Federation on behalf of services by ensuring that the standard of teaching and supervision is as high as possible. If the standard of teaching (including tutors, curriculum and training aids) is excellent, the flow-on effects to services are good (i.e. well-trained advisers, highly motivated volunteers, less turnover of staff, lower overall training costs, strong positive acceptance, professional image and reputation etc). If the standard of initial training falls, the flow-on effects are bad (i.e. difficulty retaining volunteers, poor image, incomplete or inaccurate advice for clients etc). Therefore, the Federation is committed to ensuring that the quality of teaching given to volunteers is high. That requires:

- a) highly skilled tutors and trainers,
- b) a comprehensive curriculum based on budget service needs,
- c) top quality training aids and materials.

14.1.3.2 The Federation is committed to providing these.

14.1.4 Types of Training

Intro All volunteers require initial training and from time to time, may require additional training. To accomplish this it is Federation policy that all volunteers accept the following types of training:

- a) initial training – designed by the Federation (see section 14.1.4.1)
- b) ongoing training – designed by the Federation (see section 14.1.4.2)
- c) in-service training – designed by budget services (see section 14.1.4.3)

14.1.4.1 *Initial Training (Budget Adviser Basic Training)*

- i. Initial training is designed by the Federation and delivered by accredited tutors. There are or may be initial training packages for advisers, co-ordinators, District Representatives, Regional Representatives, tutors and trainers. These are listed in Appendix 14/A.
- ii. The packages are designed to familiarise volunteers with their most common and important duties only. They rely heavily on the volunteer being able to draw on local experience to flesh out what they learn during the initial training. In the case of the initial adviser training, this fact is recognised and is built into the probationary period that follows that initial training phase.
- iii. Each package is designed by the Federation and delivered by a tutor or trainer approved by the Federation. Packages vary in length from approximately 86 hours (advisers' initial theory and practical training) to just 4-6 hours (specialised packages).
- iv. At present only the adviser initial training (and the District Representative training) is compulsory, but others may be in future. Training for tutors and trainers is delivered by the Federation when required and by agreement with potential tutors and trainers.

14.1.4.2 *Ongoing Training*

- i. Ongoing training is designed to add important skills and knowledge to the portfolio of volunteers. Federation policy, as contained in the Affiliation Criteria, requires each service to arrange for delivery of at least one such package to every adviser each year. These packages each last up to four hours and the Federation designs the packages in response to demand from services for additional training in specialist subjects, and in response to policy decisions from the National Committee. Each year, further packages are written and added to the 'menu' from which services can choose the package they feel most valuable for them in that year. In practice this means that services should programme a training morning or afternoon once a year at which time a Federation accredited tutor or other approved trainer can deliver one of the refresher training packages chosen by the budget service from the range available each year.

Only the ongoing training module on Te Tiriti O Waitangi will be compulsory for all services.

- ii. The list of available packages is published periodically in Trainline and packages are available to tutors and trainers from the national office. There is no charge for these packages, though tutors or trainers who deliver the packages may charge services for their time up to the maximum rate specified in the annual tutor contract. Services should select a package, programme a training day and arrange with a tutor or trainer to have the package delivered. The standard training administration forms T1-T13, (Appendices 14/C1-14/C13) are to be used to facilitate this.

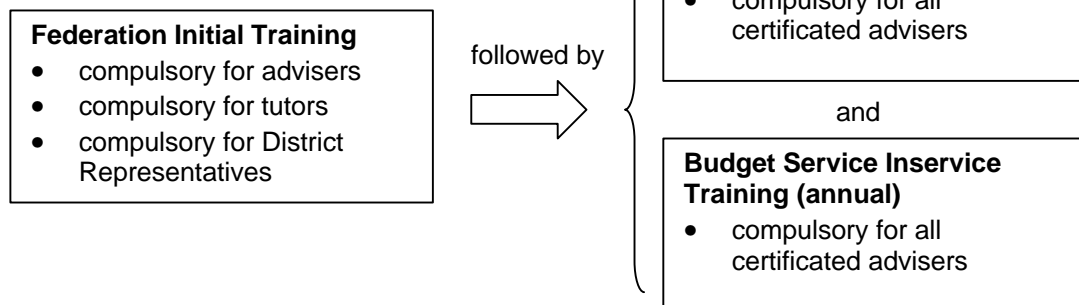
Services are to notify the national office of their planned and completed ongoing training, using forms T1 and T2 respectively. Quality management forms T7-T9 are also to be used.

- iii. The range of subjects covered by the packages is quite diverse and is listed in Appendix 14/B. It may include generic employee subjects such as health and safety in the workplace, privacy law etc; subjects of interest to everyone such as Te Tiriti O Waitangi etc; subjects for management committees such as fundraising etc; or subjects aimed specifically at advisers and co-ordinators such as Summary Instalment Orders, statistics etc. Services should make requests for new packages to be written to the Training Committee or national office.
- iv. The Federation requires each adviser to attend at least one ongoing training module per year. Services are required to ensure this training is completed before issuing the advisers green ID card annually.

14.1.4.3 *Inservice Training*

- i. Inservice training is designed to allow services to give training to advisers that they believe is important locally. Federation policy, as contained in the Affiliation Criteria, requires services to deliver inservice training each year. No amount is specified but it is expected that it would be at least 3-4 hours formal training per year. It may include any subject determined by the service and may be delivered by anyone chosen by the service.
- ii. Inservice training is the service's opportunity to fill any gaps in training or job knowledge left by Federation training. If services believe that their inservice training is of such wider relevance and quality that it could be used profitably by other services, they may ask the Federation to turn it into a ongoing training module.
- iii. Services could benefit from combining for such training.

14.1.4.4 *Training Scheme*



14.1.5 **Quality Management Policy**

14.1.5.1 It is Federation policy that all training designed by the Federation and delivered by Federation accredited tutors or trainers is subject to basic quality management reviews. This is to ensure that:

- a) the content of the training package is suitable,
- b) tutors and trainers are able to deliver the package expertly,
- c) services are satisfied with the results of training,
- d) trainees are satisfied with the delivery of training, and
- e) training in general is efficient and effective and that it harmonises with other training packages.

14.1.5.2 The primary agent for the quality review of training is the Quality Management Review Team. The Quality Management Review Team will conduct periodic quality management reviews of all Federation training to improve the effectiveness and efficiency of training as described in paragraph 14.2.3.3. Once the training is reviewed, such action as is necessary will be taken by the National Committee, Training Committee or national office staff to remedy any faults found or to make any improvements.

14.1.5.3 There are three main ways in which the quality of Federation training is monitored. These are:

- a) **training evaluation forms T6a, T6b, T7, T8 and T9** (see Appendices 14/C7, 14/C8 and 14/C9) which are completed by trainees, tutors and services respectively during and after all Federation training courses in which these participants in the training process can give their opinions on training,
- b) **tutor appraisal reports** which are completed at least once every two years by an appraiser appointed by the national office to observe a tutor at work and assess their competency, and
- c) **adviser appraisal reports** will be completed by persons appointed by the national office to assess the effectiveness of advice provided by practising advisers.

14.1.6 **Compatibility**

Intro The Federation will aim to ensure that its training is comprehensive and compatible with existing external qualifications, procedures and best practices. To this end, training is to be compatible with the relevant National Qualifications Framework unit standards, where they exist.

14.1.6.1 *New Zealand Qualifications Authority and the National Qualifications Framework*

- i. The Federation will ensure that its internal training is compatible with the unit standards registered on the National Qualifications Framework. It will also ensure that its quality management practices are compatible with those of the New Zealand Qualifications Authority. This is so that in future, if the Federation chooses to align its training with the National Qualifications Framework, it will be able to smoothly complete a transition to New Zealand Qualifications Authority standards and procedures.

- 14.1.6.2 *National Qualifications Framework Unit Standard 7974*
- i. The Federation has ensured that its current Budget Adviser Basic Training Course is compatible with National Qualifications Framework unit standard 7974 – ‘provide budget advice and monitoring for users of the social services’. However, as the Federation is not accredited by the New Zealand Qualifications Authority to provide such training, no credits can be awarded for this unit yet. In future, the Federation may either seek accreditation for this and other unit standards (in which case budget advisers may be awarded credit for units and advisers may be able to receive funding for such training) or the Federation may establish a relationship with an existing accredited provider so that the Federation can provide trainees, course materials and tutors to conduct training under the administrative umbrella of that training establishment.

14.1.7 Federation Training Support for Affiliated Budget Services

Intro

The Federation will assist services to deliver quality training by providing:

- a) national training packages (courses or modules or materials) for use in all affiliated services,
- b) a network of expert tutors and trainers capable of delivering these packages, and
- c) a limited fund to subsidise training costs for services with unusual training expenses that cannot be met by normal means.

14.1.7.1 National Training Packages

- i. The Federation will design, write, trial and make available (normally at no charge to services) national training packages for different levels of volunteer within the organisation. These packages will be reviewed every two years by the Quality Management Review Team and amended as needed. The curriculum defined in the packages is to be taught by tutors or trainers approved by the Federation. The curriculum is not to be edited by the tutors or trainers during delivery.
- ii. The packages are to be compatible with National Qualifications Framework unit standards where possible. The combination of packages is to be compatible with National Qualifications Framework qualifications in the social services field where possible.

14.1.7.2 Tutor/Trainer Network

- i. The Federation is to maintain a trained pool of tutors and trainers available to services to deliver the national training packages. The pool of tutors is to be evenly geographically spread if possible. The detailed procedures for the selection, training duties and management of tutors and trainers are contained in sections 14.6 and 14.7.

14.1.7.3 Training Subsidy Fund

- i. The Federation is to provide a small Training Subsidy Fund each year. The amount will vary but should be in the order of 5% of the total Federation training budget. The fund is to be used to help services meet unusual training expenses or those expenses that cannot be met by normal means, despite the best efforts of the services. The details of this are contained in section 14.9.4.