

Mandatory training

Policy Number: G6 (QH-POL-183)

Publication date: July 2021

Purpose: To provide legislative and mandatory training requirements, standards and assessments, including the frequency of training that must be completed to enable a safe working environment for Queensland Health's workforce.

Application: This policy applies to:

- all employees (permanent, fixed term temporary and casual) working for Queensland Health
- Health executive service employees (Department of Health)
- existing employees appointed, promoted or transferred to another work location, where applicable
- existing employees resuming duty after leave of more than 12 months, where applicable
- 'others' such as contractors, consultants, students and volunteers where there is a legislative requirement to have specific training e.g. building fire evacuation.

This policy does not apply to Queensland Ambulance Service employees. Instead, Queensland Ambulance Service employees are to refer to their local policy/procedure.

Delegation: The 'delegate' is as listed in the relevant Department of Health Human Resource (HR) Delegations Manual or Hospital and Health Services Human Resource (HR) Delegations Manual, as amended from time to time.

Legislative or other authority:

- *Anti-Discrimination Act 1991*
- *Building and Fire Safety Regulation 2008*
- *Crime and Corruption Act 2001*
- *Disaster Management Act 2003*
- *Health Practitioner National Law Act 2009*
- *Hospital and Health Boards Act 2011*
- *Human Rights Act 2019*
- *Industrial Relations Act 2016*
- *Information Privacy Act 2009*
- *Multicultural Recognition Act 2016*
- *Public Health Act 2005*
- *Public Records Act 2002*
- *Public Sector Ethics Act 1994*
- *Public Service Act 2008*
- *Public Service Regulation 2018*
- *Public Interest Disclosure Act 2010*
- *Right to Information Act 2009*
- *Work Health and Safety Act 2011*



- Work Health and Safety Regulation 2011
- *Workers' Compensation and Rehabilitation Act 2003*

Related policy or documents:

- Flexible working arrangements HR Policy C5 (QH-POL-242)
- Workplace conduct and ethics HR Policy E1 (QH-POL-113)
- Anti-discrimination, human rights and vilification HR Policy E2 (QH-POL-101)
- Employees to notify supervisor if charged with or convicted of an indictable offence HR Policy E4 (QH-POL-127)
- Sexual harassment HR Policy E5 (QH-POL-228)
- Workplace equity and harassment officers HR Policy E8 (QH-POL-265)
- Requirements for reporting suspected corrupt conduct HR Policy E9 (QH-POL-218)
- Grievance resolution HR Policy E12 (QH-POL-140)
- Workplace harassment HR Policy E13 (QH-POL-266)
- Union encouragement HR Policy F4 (QH-POL-248)
- Diversity and inclusion HR Policy G2 (QH-POL-132)
- Public interest disclosures HR Policy I5 (QH-POL-202)
- Reasonable adjustment HR Policy G3 (QH-POL-210)
- Fraud and corruption control Policy (QH-POL-295)
- Fraud and corruption control standard (QH-IMP-295-1)
- Health, safety and wellbeing policy (QH-POL-401:2020)
- Public Service Commission Directive Positive performance management (Directive 15/20)
- Aboriginal and Torres Strait Islander Cultural Capability Framework 2010-2033
- All Abilities Queensland: Opportunities for All – State disability plan 2017-2020
- Australian Guidelines for the Prevention and Control of Infection in Healthcare (2019)
- Code of Conduct for the Queensland Public Service (2011)
- Fatigue Training Reference
- [Financial Management Practice Manual FMPM 7.5 - Contractors and consultants \(intranet only\)](#)
- Mandatory Training Governance Framework
- The National Safety and Quality Health Service (NSQHS) Standards
- Queensland Government Commitment to Union Encouragement Policy
- Queensland Government Information security policy (IS18:2018)
- Queensland Language Services Policy
- Queensland Health Workforce Diversity and Inclusion Strategy 2017-2022
- *Public Service Act 2008* Sect 25A Positive performance management principles
- Support for employees affected by domestic and family violence HR Policy C73 (QH-POL-391)
- Public Service Commission Directive 03/20 – Support for employees affected by domestic and family violence (DFV)

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1 Mandatory training

Queensland Health's mandatory training has been developed to provide key information that employees must be aware of in relation to:

- relevant legislation
- Code of Practice or regulation linked to legislation
- Queensland Health industrial instruments
- directives, including Queensland Health employment directives
- relevant policies.

Completing this core mandatory training helps to keep the workforce, patients and the workplace safe, including ensuring employees and others meet legislative responsibilities.

Employees and others returning to the workplace after 12 months leave will need to complete any mandatory training courses where there has been substantial amendments.

1.1 Mandatory training requirements

All employees are required to complete the mandatory training courses outlined in Attachment One of this policy as part of their employment with Queensland Health. Each course will not exceed 30 minutes (unless otherwise approved in accordance with the Mandatory Training Governance Framework) and will include an assessment. Sufficient time will be allocated to complete required mandatory training.

There may be additional requisite or essential training that is not covered in this policy but which is mandated and governed by local Hospital and Health Service procedures or in the Department of Health Mandatory Training Requirements Standard as a result of particular tasks, roles or other risk or need identified locally. Where this is the case, employees and others will be advised of any additional training requirements during their induction and orientation or whenever a need for particular training has been determined.

When competencies or other training is to be completed prior to taking up certain duties (e.g., nursing and medication administration), the employee is not to perform those duties until their training is completed and they are competent in that field.

2 Responsibilities

2.1 Employees

Employees are required to:

- complete all relevant mandatory training within the prescribed timeframes

- ensure completion records are up to date and maintain evidence of training completion

Note: Employees and others engaged for less than three months are to undertake mandatory training where there is a legislative requirement (as set out in Attachment One). Where the line manager requires the employee to undertake additional mandatory training, taking into consideration the employee's role and duties/tasks, and type of employment, this must also be completed.

2.2 Line managers

Line managers are required to:

- ensure all employees have been given the opportunity to complete mandatory training
- maintain their own compliance with training requirements and ensure the correct level of training is completed by employees within the prescribed timeframes
- ensure employees and others returning to the workplace after 12 months leave complete mandatory training courses where there has been substantial amendments.
- facilitate flexible training delivery where employees have particular needs
- monitor compliance and providing information to the organisation where required
- ensure employee training evidence is recorded in the local management system

2.2.1 Senior Managers and Executives

Senior managers and Executives are required to:

- complete their own mandatory training requirements
- undertake high-level monitoring within their portfolios and ensure their line managers are pro-actively monitoring and managing compliance
- act as role models for the organisation

2.2.2 Subject matter experts

Subject matter experts (SMEs) are required to:

- provide the organisation with accurate, timely and appropriate guidance, advice and support including but not limited to updating the mandatory training courses as required. Refer to Attachment Two for information on the SMEs for the different courses.

2.2.3 Human Resources Branch

Human Resources Branch is required to:

- ensure mandatory training courses are current, in consultation with SMEs
- maintenance of the Mandatory training HR Policy G6
- reporting compliance information to the Executive Leadership Team.

3 Governance and reporting

The process to amend or include additional mandatory training is outlined in the Mandatory Training Governance Framework.

The governance framework for Hospital and Health Service specific mandatory training is to be managed in accordance with local process.

Completion of the relevant mandatory training is not optional and should be treated as a priority. Where an employee does not demonstrate an effort to fulfil this responsibility, they may be subject to performance management.

Employee compliance reports are to be made available to the Department of Health by end of April and October yearly. The compliance report must be submitted to HRBI@health.qld.gov.au in an excel or CSV format and contain information including the employee's name, payroll ID, mandatory training course name and date of completion.

4 Delivery mode

Queensland Health acknowledges that some employees may have particular needs and encourages flexibility in the delivery of the training packages. Where a course is delivered on-line, the design of the course should consider support through closed captions, subtitles or compatibility with vision software or other accessibility requirements.

Where a different delivery mode is used to the prescribed delivery mode in Attachment One, the local area is responsible for ensuring all employee details are registered in the appropriate learning management system (LMS) for reporting, monitoring and compliance.

The delivery mode is at the discretion of the local area and is dependent on local training needs and limitations; however, the local area is required to:

1. Seek permission from the SME listed in Attachment Two to utilise the relevant training content
2. Verify the adapted training content with their local HR area or alternate SME within their local area
3. Verify that the proposed content and delivery mode meets all learning objectives and competency requirements
4. Ensure the provision of data on request as per the statewide compliance requirements
5. Ensure that any assessments are carried out in a controlled manner, where required. Individuals must be organised so that they are completing their assessments separately from one another.

Note: The prescribed delivery modes in Attachment One are recognised as best practice and are to be used as the preferred delivery modes where possible. SCORM content packages may be shared for deployment through local LMSs to encourage this.

Definitions:

Contractor	A contractor is an organisation or individual contracted to perform specific tasks. A contractor may be engaged to perform operational or professional services. Further information is available in the Financial Management Practice Manual – 7.5 Expense Management: Contractors and consultants.
Consultant	A consultant is a contractor who provides expert advice with recommendations to an agency/department as the basis for making a decision or taking a certain course of action. Further information is available in the Financial Management Practice Manual – 7.5 Expense Management: Contractors and consultants.
Executive	Health Executive Service or equivalent and above.

Line Manager	You are a Line Manager if you have employees reporting to you.
Mandatory training	Compulsory training required to be delivered to all employees regardless of role or location, as mandated by the relevant: <ul style="list-style-type: none"> • Commonwealth or state legislation and/or administrative policy • code of practice or regulation linked to legislation • directives • Queensland Health Human Resource (HR) policies • Service Level Agreements.
Mandatory training for specific groups	Training deemed compulsory for employees when relevant to their location, occupation, speciality requirements of their position or work unit, or when based upon risk assessment processes. This training can be deemed as mandatory for certain individuals but is not required by all employees within Queensland Health (e.g. infection prevention and control training is mandatory for health care practitioners but is not mandatory for administrative employees). A further example of mandatory training for a specific employee category is the agreed minimum allocation for nurses and midwives to attend mandatory training per head count annually, which is 11 days for new employees and five days for existing employees.
Others	For the purposes of this policy, 'others' includes contractors, consultants, students and volunteers.
Queensland Health workforce	For the purposes of this policy, employee includes: <ul style="list-style-type: none"> • permanent, fixed term temporary and casual employees • Health executive service employees (Department of Health) • existing employees appointed, promoted or transferred to another work location, where applicable • existing employees resuming duty after leave of more than 12 months, where applicable.
Senior Manager	You are a Senior Manager if you have managers reporting up to you.

History:

July 2021	<ul style="list-style-type: none"> • Policy formatted as part of the HR Policy review • Policy amended: <ul style="list-style-type: none"> – to update references and naming conventions – as a result of changes outlined in the Hospital and Health Boards (Changes to Prescribed Services) Amendment Regulation 2019 – to extend the application of the policy across Queensland Health – to refine the mandatory training requirements (refer Attachment One) – to include contact details for subject matter experts responsible for mandatory training course content and amendments, and additional contacts for mandatory training (refer Attachment Two).
August 2019	<ul style="list-style-type: none"> • Policy amended to: <ul style="list-style-type: none"> – update references and naming conventions – clarify requirement for current employees to complete refresher training

	<ul style="list-style-type: none"> - outline mandatory training requirements for contractors, consultants, students, volunteers and other persons - include requirements for Director-General approval and engagement with HR Branch when developing mandatory training - include reporting, monitoring and compliance requirements - retitle 'OHS orientation training' to 'Health, Safety & Wellbeing Induction training', update learning outcomes, duration and completion timeframe - include 'Health, Safety & Wellbeing Induction for Managers' online training - update completion timeframe for 'Fire and safety instruction' - include 'Code of Conduct', 'Code of Conduct for Managers' and 'Code of Conduct for Executives' online training to replace 'Bullying, Sexual Harassment and Discrimination' and Ethics, Integrity and Accountability' training - update delivery requirements for 'Aboriginal and Torres Strait Islander Cultural Practice Program' - update 'Public interest disclosure' duration and completion timeframe - retitle 'Fraud Awareness' to "Fraud Control Awareness", update learning outcomes, duration and completion timeframe - retitle 'Information Security Essentials' to 'Cyber Security Essentials', update learning outcomes, duration and completion timeframe - include 'Cyber Security Essentials (Annual Refresh)' online training - update duration of 'Prevention and Management of Musculoskeletal Disorders' online training - include 'Work health and safety due diligence for officers' training.
October 2018	<ul style="list-style-type: none"> • Policy amended to: <ul style="list-style-type: none"> - update naming conventions - update the Information Security 101 training details i.e. title change to 'Information Security Essentials', delivery requirements and content owner - include public health agencies and the Information Privacy Act – General awareness training details - include domestic and family violence training for managers and supervisors - update content owner titles.
January 2018	<ul style="list-style-type: none"> • Policy amended to: <ul style="list-style-type: none"> - update references and naming conventions - include references to union encouragement provisions - exclude Health Support Queensland in Department of Health orientation.
March 2017	<ul style="list-style-type: none"> • Policy: <ul style="list-style-type: none"> - amended to update Fraud Awareness refresher details - General Evacuation Instructions and First Response training details have been combined under Fire and Safety Instruction.

December 2016	<ul style="list-style-type: none"> • Policy: <ul style="list-style-type: none"> – amended to update Aboriginal and Torres Strait Islander Cultural Practice Program delivery method.
November 2016	<ul style="list-style-type: none"> • Policy: <ul style="list-style-type: none"> – formatted as part of the HR Policy review – amended to update references and naming conventions – include Security Awareness 101 – include Occupational Violence Prevention Fundamentals – remove Cultural Diversity Training – remove Orientation to occupational violence training.
October 2014	<ul style="list-style-type: none"> • Policy amended to update naming conventions.
May 2014	<ul style="list-style-type: none"> • Policy amended to: <ul style="list-style-type: none"> – Update Code of Conduct training – Include Ethical Decision Making training.
November 2013	<ul style="list-style-type: none"> • Policy formatted as part of the HR Policy Simplification project. • Policy amended to: <ul style="list-style-type: none"> – limit application to Department of Health and non-prescribed HHS employees. – replace ‘application to employee groups’ section with mandatory training for specific groups – remove union encouragement provisions – add mandatory training for specific groups table in schedule two – limit Public Interest Disclosure and Cultural Diversity training to Department of Health employees – add Ethics Awareness & Fraud Control training to schedule two – remove duplication within the policy – update references and naming conventions.
November 2010	<ul style="list-style-type: none"> • Updated attachment to include Infection Prevention and Control mandatory training.
May 2010	<ul style="list-style-type: none"> • Updated attachments.
September 2009	<ul style="list-style-type: none"> • Amended to update the <i>Building and Fire Safety Regulation 2008</i>.
July 2009	<ul style="list-style-type: none"> • Amended to update the Right to Information Act 2009.
December 2008	<ul style="list-style-type: none"> • Amended attachment one Equity and Diversity attributes (a), (i) and updated to include (m), (n), (o) and (p) to accurately reflect part 2, section 7 of the <i>Anti-Discrimination Act 1991</i>.
July 2008	<ul style="list-style-type: none"> • Amended to reflect <i>Public Service Act 2008</i>.
May 2008	<ul style="list-style-type: none"> • Revised as a result of the HR policy consolidation project and approved by HR Board.
Previous	<ul style="list-style-type: none"> • IRM 3.7-12 Orientation and Induction.

Attachment One – Mandatory training requirements

Course	Timeframe from commencement of position	Frequency	Access and duration	References
Aboriginal and Torres Strait Islander Cultural Practice Program	Within 90 days	Once only	Face-to-face workshop (full day), online or a combination of face-to-face/online Duration: 30 minutes to 8 hours	<ul style="list-style-type: none"> Aboriginal and Torres Strait Islander Cultural Capability Framework 2010-2033 <i>Human Rights Act 2019</i> NSQHS Standards 1 and 4
Code of Conduct Code of Conduct for Managers <i>(Managers must also complete the abovementioned Code of Conduct training)</i> Code of Conduct for Executives as per local procedure	Within 30 days	Annually	Face-to-face, online or a combination of face-to-face/online Duration: 20 minutes to 2 hours	<ul style="list-style-type: none"> <i>Anti-Discrimination Act 1991</i> <i>Public Sector Ethics Act 1994</i> <i>Public Service Act 2008</i> Workplace conduct and ethics HR Policy E1 Anti-discrimination, human rights and vilification HR Policy E2 Employees to notify supervisor if charged with or convicted of an indictable offence HR Policy E4 Workplace equity and harassment officers HR Policy E8 Requirements for reporting suspected corrupt conduct HR Policy E9 Code of Conduct for the Queensland Public Service
Cyber Security Essentials	Within 14 days	Annually	Online Duration: 20 minutes	<ul style="list-style-type: none"> Queensland Government Information security policy (IS18:2018)
Recognise, Respond, Refer – (domestic and family violence training)	Within 90 days	Every 3 years	Online Duration: 30 minutes	<ul style="list-style-type: none"> Support for employees affected by domestic and family violence HR Policy C73 Public Service Commission Directive 03/20 – Support for employees affected by domestic and family violence (DFV)

Course	Timeframe from commencement of position	Frequency	Access and duration	References
Fraud Control Awareness	Within 90 days or earlier based on local requirements	Every 2 years	Face-to-face, online or a combination of face-to-face/online Duration: 30 minutes	<ul style="list-style-type: none"> Fraud and corruption control Policy (QH-POL-295) Fraud corruption control Standard (QH-IMP-295-1)
First-Response Evacuation instructions (FREI) AND General Evacuation Instructions (GEI) <i>Applicable only to employees who do not have access to the online building specific emergency procedures for their work area</i>	Within 30 days of commencing in a new building Within 2 days of commencing in a new building	Annually	Online or a combination of face-to-face/online Duration: 30 minutes	<ul style="list-style-type: none"> <i>Building Fire Safety Regulation 2008</i> <i>Work Health and Safety Act 2011</i>
Building Specific Emergency Procedures (includes GEI & FREI) <i>Applicable only to employees who do have access to the online building specific emergency procedures for their work area.</i>	Within 2 days of commencing in a new building			
Infection Prevention and Control <i>Applicable only to employees working in a clinical setting, laboratories or who are at risk of exposure to infectious material as determined by your local area</i>	On first day of commencement	Once only	Face-to-face or online Duration: variable	<ul style="list-style-type: none"> <i>Public Health Act 2005</i> Australian Guidelines for the Prevention and Control of Infection in Healthcare (2019)

Course	Timeframe from commencement of position	Frequency	Access and duration	References
Prevention and Management of Musculoskeletal Disorders (MSD)	Within 30 days or prior to commencement of duties that expose the person to risk	Once only	Face-to-face, online or a combination of face-to-face/online Duration: 20 minutes	<ul style="list-style-type: none"> • <i>Work Health and Safety Act 2011</i>
Occupational Violence Orientation (awareness only)	Within 90 days or prior to commencement of duties that expose the person to risk	Once only	Online video Duration: 5 minutes	<ul style="list-style-type: none"> • <i>Work Health and Safety Act 2011</i> • <i>Work Health and Safety Regulation 2011</i> • <i>Hospital and Health Board's Act 2011</i>
Orientation relevant to the Queensland Health Entity	Within 90 days	Once only	Face-to-face or online Duration: variable	<ul style="list-style-type: none"> • Queensland Health Certified Agreements • G6 Mandatory training Policy
Public Interest Disclosure (PID)	Within 30 days	Every 2 years	Online Duration: 30 minutes	<ul style="list-style-type: none"> • <i>Public Interest Disclosure Act 2010</i> • Public Interest Disclosures Policy I5
Work Health, Safety and Wellbeing Induction Work Health, Safety and Wellbeing Induction for Managers <i>(Managers and Executives must also complete the abovementioned Work health, safety and wellbeing induction training)</i>	Within 14 days	Once only	Face-to-face or online Duration: 20 minutes each	<ul style="list-style-type: none"> • <i>Work Health and Safety Act 2011</i> • <i>Workers' Compensation and Rehabilitation Act 2003</i>
Health, Safety and Wellbeing Due Diligence <i>(Applicable only to executive)</i>	Within 90 days or prior to commencement of duties that expose the person to risk	Every 2 years	Online Duration: 30 minutes	<ul style="list-style-type: none"> • <i>Work Health and Safety Act 2011</i> • <i>Workers' Compensation and Rehabilitation Act 2003</i>

Attachment Two – Subject matter expert contacts: Responsible for mandatory training course content and amendments

Subject matter experts	Mandatory training course
<p>People, Safety and Performance Unit Human Resources (HR) Branch Corporate Services Division (CSD) E: WHS@health.qld.gov.au P: (07) 3708 5330</p>	<ul style="list-style-type: none"> • Work health, safety and wellbeing induction • Work health, safety and wellbeing induction for managers • General Evacuation Instruction (GEI) • First-Response Evacuation Instructions (FREI) • Building Specific Emergency Procedures (includes GEI and FREI) • Occupational violence prevention fundamentals • Introduction to the prevention and management of musculoskeletal disorders (MSD) • Health safety and wellbeing due diligence for officers
<p>Cyber Security Group eHealth Queensland E: cybersecurity@health.qld.gov.au P: (07) 3181 1504</p>	<ul style="list-style-type: none"> • Cyber Security Essentials
<p>People, Safety and Performance Unit HR Branch CSD E: DoHPeoplePerformance@health.qld.gov.au P: (07) 3708 5162</p>	<ul style="list-style-type: none"> • Code of Conduct • Code of Conduct for Managers
<p>People, Safety and Performance Unit HR Branch CSD E: Diversity.Inclusion@health.qld.gov.au P: (07) 3708 5113</p>	<ul style="list-style-type: none"> • Domestic and family violence training
<p>Cultural Capability Team Aboriginal and Torres Strait Islander Health Division E: Cultural_PP@health.qld.gov.au P: (07) 3708 4893</p>	<ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander Cultural Practice Program

Subject matter experts	Mandatory training course
Governance Unit Risk Assurance and Information Management Branch (RAIMB) CSD E: GRC@health.qld.gov.au P: (07) 3082 0599	<ul style="list-style-type: none"> • Fraud Control Awareness
Ethical Standards Unit Office of the Director General E: CO_Complaints@health.qld.gov.au P: (07) 3708 5414	<ul style="list-style-type: none"> • Public interest disclosure (PID)
Additional contacts for mandatory training	
IT support eHealth Queensland 1800 198 175 iLearn support page	<ul style="list-style-type: none"> • New employee access to iLearn, password updates and fixes
Human Resources Business Intelligence Human Resources Branch Corporate Services Division HRBI@health.qld.gov.au	<ul style="list-style-type: none"> • iLearn system administration • iLearn mandatory training compliance reporting
Recruitment and Capability Unit Human Resources Branch Corporate Services Division P: (07) 3708 5155 E: LeadershipCapability@health.qld.gov.au	<ul style="list-style-type: none"> • Custodians of the Human Resources Policy G6 Mandatory training • Contact for SMEs • Endorser for policy and content change through an amendment proposal process
Employment Relations Unit Human Resources Branch Corporate Services Division P: (07) 3708 5139 E: EmploymentRelations@health.qld.gov.au	<ul style="list-style-type: none"> • Queensland Health policy formalisation and communication of policy change