

How can we ensure staff are appropriately qualified?

Andrew Chan
Senior Training Coordinator
YMCA NSW



About this session...

This session will discuss how YMCA NSW fulfils its obligation to ensuring its workforce is appropriately qualified and its journey of implementing an essential qualification management system.

Adoption of Technology
Implementation of Streamlined Processes
Cultural Change



YMCA NSW

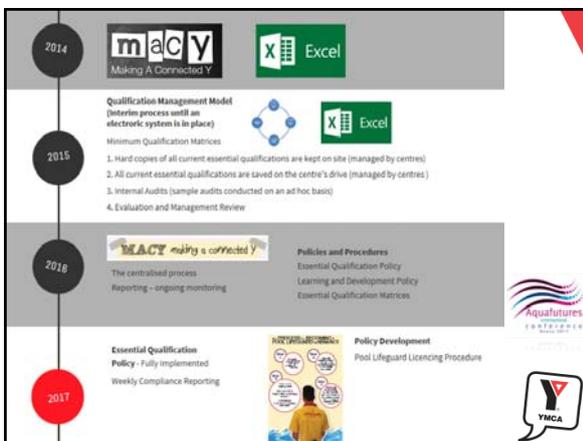
At YMCA NSW, we believe in the power of inspired young people

As a not-for-profit organisation, we employ almost 2,000 people in more than 40 communities in NSW and the ACT. Each year, over 3 million people visit our fitness and aquatic centres, and over 7,000 children attend our outside school hours care (OSHC) centres.



Legislative and Industry Requirements

- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulation 2011*
- *First aid in the workplace code of practice*
(an approved code of practice under section 274 of the Work Health and Safety Act)
- *Practice Note No. 15 – Water Safety*
- *Guidelines for Safe Pool Operations*

2014 macy Making A Connected Y, Excel

2015 Qualification Management Model (Interim process until an electronic system is in place), Minimum Qualification Matrices, Excel

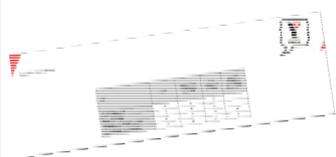
1. Hard copies of all current essential qualifications are kept on site (managed by centres)
2. All current essential qualifications are saved on the centre's drive (managed by centres)
3. Internal Audits (sample audits conducted on an ad hoc basis)
4. Evaluation and Management Review

2016 macy Making A Connected Y, Policies and Procedures: Essential Qualification Policy, Learning and Development Policy, Essential Qualification Matrices

2017 Essential Qualification Policy - Fully implemented, Weekly Compliance Reporting, Policy Development: Pool Lifeguard Licensing Procedure



Essential Qualification Matrix



A 'two draft' consultation method between the HR team and the leadership team of each program area

Reviewed annually by the L&D team and endorsed by ELT to ensure currency to industry and organisational requirements

8 Clusters (program areas)
49 positions

1. Aquatic Programs
2. Aquatic Operations
3. Fitness
4. General Rec Positions
5. Gymnastics
6. Stadiums
7. Children's Services
8. Camping



Policies

Essential Qualification Policy Learning and Development Policy

Staff Members – accountability and responsibility:

- Ensure currency of qualifications at all times.
- Provide updated qualifications immediately upon renewal
- Notify Manager if qualification has expired or issues with qualification
- Participate in approved ongoing training programs



Policies

Essential Qualification Policy Learning and Development Policy

YMCA NSW Managers – accountability and responsibility:

- YMCA NSW managers in conjunction with the Learning and Development team are responsible for monitoring the currency of qualifications and ensuring that employees whose essential qualifications lapse do not undertake the duties of the role dependent on those qualifications.
- YMCA NSW supports staff to maintain these qualifications by offering opportunities for individuals to attend internally organised or facilitated training sessions.



Cultural Change

Safety
As a value, this is well recognised within the organisation

Sustainability
(eg. Time & Attendance System vs Learning Management System)



The upgraded LMS

Staff Engagement - allows staff members to be part of the process

Reliability - verification process to ensure data accuracy

Accessibility – the uploaded certifications can be accessed anytime and anywhere

Notification – automated expiry notifications to remind staff and managers

Quality Assurance – ongoing auditing activities to identify gaps



Summary

- Adoption of Technology
- Implementation of Streamlined Processes
- Cultural Change



Recommendations

- Formally communicate requirements through organisational policies
- A system that can be used to engage with the workforce and support the ongoing implementation
- Resourcing for ongoing support



Thank You

“We believe in the power
of inspired young people.”

