

State government agency stays on top of compliance with new training program

COMPANY/ISSUE

As a state government agency, our client has a mandate to unlock opportunities for future growth by better using land located close to jobs, services and transport, both on behalf of the government and in partnership with other government agencies and the private sector. This exposes them to a raft of compliance issues common to both the public and private sectors.

All organisations should have a compliance training program to ensure that staff are aware of their legal and compliance obligations and to minimise risk across the organisation. The comprehensive and ever changing nature of legal obligations means that the training program must be complete, legally sound and remain up-to-date. This is reinforced by the Australian standard on compliance programs, AS 3806, and more recently by the international standard, ISO 19600. Most importantly, it is backed by courts, which have indicated that the cost of the absence of a compliance program can and should be significant.

CHALLENGE/OBJECTIVES

Our client was concerned about the safety and wellbeing - of its staff and required a system that could deliver a consistent message on important compliance topics. The following were two of the key compliance areas that the organisation was seeking to address.

- Workplace Health and Safety
- Workplace Behaviour

Our client works in partnership with industry in developing urban renewal sites. Having its employees well versed in competition law was an important requirement. Therefore the following online course was also incorporated in the program:

- Competition and Consumer Protection

As a government organisation it needed to meet the highest possible standard of compliance and so required a system that incorporated the following.

- The training needed to be tailored to the different job descriptions and levels of staff within the organisation. If the training was not targeted it would lose its relevance.
- Some States have slightly different laws regarding work health and safety and the program had to address these factors. As a State government organisation relevant training suitable to their State was a key requirement.
- The currency of the training must be maintained to ensure legal compliance.
- The program must educate staff members in an engaging way with appropriate adult learning principles and outcomes.



SOLUTION

Our client selected Salt Web to address its legal and compliance requirements.

As a cloud-based system, Salt Web was easy for all employees to access. The system was also compatible with the existing IT systems and presented no technical issues. The organisation also has staff on the road and located outside the office. Salt Web provides the ideal solution for these staff to undertake training anywhere in a 24/7 environment.

Using the Salt Web modular structure, our client was able to build courses and curricula appropriate to different job roles in the organisation. This resulted in training that was more relevant for employees and reduces the amount of training each staff member was required to complete. Our client has defined different curricula for managers and employees. They also assign training based on the specific job description of each employee.

ENSURING SUCCESS

The client's leadership strongly endorsed the idea of online compliance training and the Human Resources Department was asked to take the lead. This ensured that staff were serious about the undertaking which led to a cultural shift towards continuous compliance.

Employees were included in the process and asked to provide feedback on compliance training. It was particularly important to understand what could be done to increase the likelihood of effective staff participation.

As our client rolls out a different Salt course each quarter, staff are continuously exposed to training and include compliance concepts

OUTCOMES ACHIEVED

Salt Web addressed all of the key performance criteria identified by our client. The following areas were particularly noteworthy.

Over the past 12 months, the Salt courses have been updated to reflect changes in legislation. The Workplace Behaviour course, for example, was revised to reflect the legislative change to bullying laws that took effect that year. Updates are handled seamlessly, with administrators at the client's organisation being notified in advance of a legislative update.



in their daily routine. The most recent compliance requirement clearly demonstrates the organisation's success in this regard.

Employees were notified from HR regarding the training to be undertaken, the completion timeframe and the importance of it to the organisation. Division managers were automatically emailed weekly progress reports from the Salt system and this generated a level of friendly competition. For any staff members that had not completed, Salt sent automatic reminder notifications. This all resulted in the recent 100% completion rate.

Staff across the organisation completed compliance learning and could successfully demonstrate an understanding of the training material. Targeted, relevant training has led to a cultural shift towards greater incorporation of compliance. The 100% completion rate is a tangible example.

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