



ADELAIDE
INSTITUTE
of HIGHER EDUCATION

Human Resources Manual

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SECTION 1: Introduction

Our core business at Adelaide Institute of Higher Education (AIHE) is higher education, involving the delivery of a degree-level program in business (AQF level 7). AIHE's mission, vision and values are found in our [Strategic Plan].

Learning is the primary purpose of education, and so AIHE's core business is also about learning. AIHE's governance, policies, practices and values statements all reflect this focus on learning.

We have developed the Human Resources (HR) Manual to help cover the many aspects that can arise within the operation of our organisation. It is our belief that having a manual that is accessible to all our team we can work in an environment that is productive, safe and respects the right of the individual as well at the organisation.

The Manual contains information about your terms and conditions of employment, our expectations about your conduct and AIHE's policies and procedures. The Manual has been developed to act as a resource and a reference. It is by no means exhaustive and should be read in conjunction with your relevant Award (Higher Education Industry Award for General Staff¹ or Higher Education Industry Award for Academic Staff², the National Employment Standards³ (NES) and your Contract of Employment.

If you have any questions, please do not hesitate to discuss these with your Supervisor or contact [AIHE HR contact details].

SECTION 2: Behaviour and Conduct

2.1 Staff Code of Conduct

AIHE expects that all staff will adhere to the highest standards in their conduct and behaviour in relation to both their work practices and AIHE as set out in AIHE's [Staff Code of Conduct]. This includes commitment to professional standards and conduct in teaching, administration and community involvement, to ethical principles and values, and to creating an environment that supports success through learning and knowledge.

AIHE staff will adhere to AIHE's policies and procedures, compliance/governance and legal requirements and responsibilities associated with AIHE, its conditions of registration, and in particular the Australian Qualification Framework (AQF), Higher Education Threshold Standards (Threshold Standards) 2015, Education Services for Overseas Students (ESOS) Act 2000 and National Code of Practice; and Work Health and Safety Act 2012 (SA).

Breach of Code of Conduct

A substantiated breach of any part of the Code will result in disciplinary action. The appropriate procedure will depend on the severity of the breach; refer Staff Code of Conduct Section 4.5 for a guide on the procedure that will be followed in the event of a suspected breach.

2.2 Staff Grievances and Complaints

Please refer to the Staff Grievances Policy (PLO9) and Staff Grievances Procedure (PRO9.1) for AIHE's approach and procedures aimed at resolving staff grievances and complaints.

2.3 Dress Code

AIHE has adopted, and requests, all staff adhere to a smart casual dress code. Staff must always present a clean, professional appearance and are expected to dress in a professional manner

¹ Higher Education Industry—General Staff—Award 2010 – available here: <http://awardviewer.fwo.gov.au/award/show/MA000007>

² Higher Education Industry—Academic Staff—Award 2010 – available here: <http://awardviewer.fwo.gov.au/award/show/MA000006>

³ National Employment Standards – available here: <https://www.fwc.gov.au/awards-and-agreements/minimum-wages-conditions/national-employment-standards>

appropriate to their learning environment, noting that the education of students at AIHE extends to staff being a role model of employer expectations.

AIHE's dress code includes a variety of options for men and women and includes dress pants and shirts, smart tops, skirts and dresses, with jackets and knits in cooler weather. In warm weather smart dress shorts are acceptable.

When representing AIHE away from campus the standard of dress must be professional and reflect the intended environment and dress code of the event.

2.4 Personal Items

AIHE assumes no responsibility for personal property or valuables left in the office. It is expected that all staff safeguard their personal property or personal valuables at all times in a secure place or carry items of value on them.

SECTION 3: Confidentiality and Proprietary Information

Information is an asset to AIHE, and open and effective dissemination of information is critical to our operations. However, a great deal of information about AIHE's business activities, the specific services and care we provide to our students and stakeholders, and personal information that we hold is confidential or proprietary.

3.1 Privacy Policy and Procedures

AIHE is committed to safeguarding the privacy of personal information it collects in relation to its students, staff and other stakeholders. It is the responsibility of staff to ensure that their behaviour aligns fully with AIHE's Privacy Policy (PLO7) and they adhere to the requirements of the Privacy Procedure (PRO7.1) in their daily activities.

3.2 Proprietary Information

Proprietary information means any confidential or proprietary information, knowledge or data concerning AIHE's business, strategies, operations, financial affairs, organisational matters, personnel matters, budgets, business plans, marketing plans, products, software systems, ideas and intellectual property, and other information about the business of AIHE. It includes any matter relating to clients of AIHE or other third parties having relationships with AIHE.

Proprietary information does not include information: (1) that is generally available to the public, for example information published on AIHE's website; (2) that was or becomes generally available to staff on a non-confidential basis, if the source of this information was not reasonably known to the staff member to be bound by a duty of confidentiality; or (3) that was independently developed by staff without reference to any proprietary information.

Disclosure of proprietary information could seriously damage AIHE's interests, and it is the responsibility of staff to safeguard this information and not disclose it to others. This includes, unless required for legitimate business reasons, sharing with co-workers and other staff. Staff should also guard against unintentional disclosure of proprietary information, such as when discussing proprietary information in public e.g. in restaurants, elevators or airplanes and whilst speaking on mobile phones, and while working with sensitive information on computers.

The obligation to protect AIHE's proprietary information continues after employment and/or engagement with AIHE ceases.

All new AIHE staff and contractors are required to sign a Confidentiality and Non-Disclosure Agreement prior to commencement of employment/contract. The original signed Agreement is to be returned to the HR/Administration Officer, General Manager or their delegate, who will file it in the staff's personnel file or the contractor's creditor's file.

3.3 Copyright

AIHE staff are required to comply with the provisions of the copyright law of Australia⁴, which regulates the reproduction of copyrighted material.

Many materials used in the course of work, whether developed by external sources, specifically for AIHE or not, or developed by AIHE are protected by copyright laws. These include but are not limited to computer software, audio and videotapes, trade journals, books and magazines, presentation slides, training materials, management models or other materials. Staff should not reproduce, distribute, or alter any copyrighted materials owned by others without valid permission of the copyright owner or its authorised agent.

Any materials developed by staff whilst in the employ of AIHE and for the use of AIHE is deemed to be the property of AIHE unless a specific agreement to the contrary is entered. Use of such material is constrained by the norms of copyright. Permission for copyrighted material must be made through the General Manager.

3.4 Intellectual Property Rights

AIHE owns the rights to all intellectual property created or generated by the employee (whether alone or with any other persons) during the course of, or in connection with, duties performed during employment with AIHE. AIHE retains a discretion to assign intellectual property that has been created by an employee to the employee.

Any breach of the Privacy Policy of AIHE and failing to adhere to this confidentiality and proprietary information must be reported immediately to the General Manager for investigation and action.

Some breaches may result in termination of employment or contract with the staff. Serious consequences including fines may result from a transgression of this regulation, and therefore any breach, will justify summary dismissal.

SECTION 4: Personnel Files

4.1 Personnel Files

Personnel files are maintained for all AIHE staff. A central Personnel File is held by the HR/Administration Officer and is held on site in the HR Office. The Central Personnel Files are always confidential and are maintained in a secure and lockable location. File access is restricted to the HR/Administration Officer, Finance Manager, Program Administrator and General Manager.

By arrangement with the HR/Administration Officer, you are entitled to access your Central Personnel File but the files must not be removed from the office.

Staff details are also held by the Finance Manager to facilitate the payment of salaries and the maintenance of appropriate employment records such as annual leave, sick leave, long service, etc.

The central Personnel File contains and may not be limited to the following:

- Letter of application and resume;
- Job and person specification (Job Description);
- Letter of appointment (LOA) or Contract signed by both the General Manager and staff;
- Details of applicable award and salary level; contained in the LOA;
- Copy of completed induction checklist;
- Professional Development and industry currency records, request and authorisations;
- Performance Development records;
- Work performance discussions, including disciplinary action and counselling sessions;
- Supervision records;

⁴ Australian Copyright Act 1968

- Letters, memos and/or records specifically related to personnel matters such as sick leave, and other leave requests;
- Records of grievances/complaints, where applicable; and
- Any records relating to termination of employment, including resignation letters and exit interviews.

SECTION 5: Framework for Employment

AIHE uses the Higher Education Industry Award for General Staff⁵ and Higher Education Industry Award for Academic Staff⁶. Both Awards refer to the National Employment Standards⁷ (NES) as contained in sections 59 to 131 of the *Fair Work Act 2009* (Cth). Unless otherwise specified in AIHE's policies or your Contract of Employment, the provisions set out in the relevant Award and NES will apply. Links to these important references are provided below

All new AIHE employees will be given a copy of the Fair Work Information Statement⁸ before or as soon as possible after they start their new job.

AIHE is committed to supporting staff in balancing multiple commitments and interests and ensuring each staff member's wellbeing.

The following guidelines are key aspects of AIHE work practices, conditions and entitlements. Employees get different entitlements depending on their type of employment. Further details can be found in the Award under which an individual is employed, in the National Employment Standards and on the Fair Work Ombudsman website at <https://www.fairwork.gov.au/>.

5.1 Classification of the Positions

Roles are classified according to the specifications of the relevant Award (if one applies). Generally, the level of responsibility included in the role is used as a guide. A staff member's personal employment history and qualifications are not necessarily the determining factor in the selection of the appropriate classification or pay rate.

5.2 Payment of Salaries

Wages and salaries are paid on every fortnight Friday directly into a designated bank account. A payslip showing hours paid, taxation deductions, superannuation contributions, and leave balances is provided to all staff with each pay.

AIHE uses Xero payroll software. You can log in here <https://login.xero.com/> to view your payslips, submit timesheets and apply for leave.

5.3 Salaries and Allowances, Penalty Rates, Breaks, Time Off in Lieu and Overtime

Each Award or agreement clearly outlines a staff's eligibility in relation to wages, allowances, (such as meals, first aid, etc.), penalty rates, meal breaks, and time off in lieu of overtime.

5.4 Superannuation Scheme

The Superannuation Guarantee Charge (SGC) is paid into the scheme of your choice. If you do not identify a scheme within 14 days of commencement of employment, this will default to First Super.

⁵ Higher Education Industry—General Staff—Award 2010 – available here: <http://awardviewer.fwo.gov.au/award/show/MA000007>

⁶ Higher Education Industry—Academic Staff—Award 2010 – available here: <http://awardviewer.fwo.gov.au/award/show/MA000006>

⁷ National Employment Standards – available here: <https://www.fwc.gov.au/awards-and-agreements/minimum-wages-conditions/national-employment-standards>

⁸ Fair Work Information Statement—download here <https://www.fairwork.gov.au/employee-entitlements/national-employment-standards/fair-work-information-statement>

5.5 Reimbursements

All reimbursements must be authorised by the General Manager prior to expending the funds and AIHE making payments. These expenses when approved will be paid into the designated bank account along with your wages.

Kilometre Reimbursement

When staff are authorised to use personal vehicles on AIHE business, a car kilometre allowance at the approved rate per kilometre as per ATO current determination for the size of vehicle will be reimbursed through the expense reimbursement system. Generally, this is not a requirement for AIHE staff.

5.6 Leave Entitlements

Employees can take leave for many reasons, including to go on a holiday, because they are sick or to take care of sick family members. AIHE's leave entitlements come from the National Employment Standards (NES) and are summarised below. Further information can be found at <https://www.fairwork.gov.au/leave>.

Casual Staff

Casual staff are not eligible for any paid sick or annual leave as their pay rate is higher than equivalent full-time or part-time employees. Casual staff are entitled to: 2 days unpaid carer's leave and 2 days unpaid compassionate leave per occasion; 5 days unpaid family and domestic violence leave (in a 12-month period); and unpaid community service leave.

Annual Leave

Annual leave (also known as holiday pay) allows an employee to be paid while having time off work. All employees (except for casual employees) get paid annual leave.

Full-time and part-time employees get 4 weeks of annual leave, based on their ordinary hours of work. For example, full-time staff are entitled to 20 working days per annum of annual leave. Annual leave for part time staff is calculated as a proportion of the full-time equivalent based on the staff member's hours of work.

To plan for annual leave, AIHE and the staff member should consider the following:

- Leave is to be taken at a time that is mutually convenient to both staff and AIHE;
- Leave should normally be taken in breaks of not less than 5 working consecutive days;
- The maximum leave accrual is no more than 6 weeks' entitlement at any point in time;
- Each Award prescribes the arrangements to be made in circumstances where leave is unable to be mutually negotiated;
- Annual leave is exclusive of public holidays – if, a holiday falls within the staff members period of leave an additional day's leave will be provided;
- Payment of annual leave will not be made or accepted in lieu of taking annual leave except in the case of termination of employment; and
- Annual leave must be authorised and recorded through Xero.

Annual Leave Loading

Annual leave loading will be paid when a staff member takes leave and on termination of employment. The loading applied is 17.5% for eligible staff members. Leave loading is addressed in the Award and agreements and in general does not apply to salaried staff.

Sick and Carer's Leave (also 'Personal Leave')

Sick and carer's leave (also known as personal leave or personal/carer's leave) lets an employee take time off to help them deal with personal illness, caring responsibilities and family emergencies. Casual staff are not entitled to paid personal leave.

Sick leave can be used when an employee is ill or injured. Medical appointments and elective surgeries that are pre-arranged can only be covered by sick leave if an employee is not able to work because of a personal illness or injury. It will depend on each individual circumstance.

An employee may have to take time off to care for an immediate family or household member who is sick or injured or help during a family emergency. This is known as carer's leave but it comes out of the employee's personal leave balance. The immediate family of the staff member includes a: spouse or former spouse; a defacto partner or former defacto partner; child or adult child (including an adopted child, step child); parent or step parent; grandparent; grandchild; sibling; or child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner (or former spouse or de facto partner).

The entitlement to carer's leave is subject to the employee being responsible for the care of the person concerned and in normal circumstances carer's leave must not be taken where another person has taken leave to care for the same person.

Sick and carer's leave comes under the same leave entitlement. Employees get:

- 10 days each year for full-time employees
- pro rata of 10 days each year depending on their hours of work for part-time employees.

All employees, including casual employees, are entitled to 2 days unpaid carer's leave. Employees get 2 days unpaid carer's leave each time an immediate family member or household member of the employee needs care and support because of: illness; injury or emergency. Unpaid carer's leave can be taken in one continuous period (e.g. 2 working days in a row) or in separate periods as agreed with your line manager (e.g. 4 half-days in a row).

Full-time and part-time employees can only get unpaid carer's leave if they don't have any paid sick / carer's leave left.

Notification of Absence

Staff unable to attend work must notify the HR/Administration Officer as soon as possible before scheduled commencement of normal duties. If notification that the absence is likely to extend beyond one day, staff must also notify absence the next day.

Staff must, where practical, provide notice to the immediate supervisor prior to taking carer's leave, the name of the person requiring care, the person's relationship to the staff member, the reasons for taking leave and the estimated length of absence. If the nature or sudden onset of the illness or the circumstances makes it impractical for staff members to give the notice before commencement of the sick or carer's leave, notice should be provided by a third party as soon as practicable on the day.

Approval of Sick and Carer's Leave

Sick/carer's leave is recorded in Xero for payroll purposes. All salary, full-time and part-time staff are required to complete a leave application through Xero, which will be authorised by their line manager. Carer's leave is to be approved by the General Manager.

Medical Certificates

A medical certificate is required for the following absences due to the employee's illness or injury, or that of a family member in the case of carer's leave:

- Absence of more than one day;
- Absences of one day or longer on either side of a public holiday; and
- All absences of one day where 10 days sick leave has been taken in the calendar year.

Additional Sick Leave

In cases of serious illness or accident where sick leave has been exhausted the General Manager may consider granting additional paid or unpaid leave. This option is solely at the discretion of the General Manager.

Compassionate Leave

Staff (including casual staff) are entitled to three days of compassionate leave to spend time with a member of their immediate family or household who has sustained a life-threatening illness or injury. Compassionate leave may also be taken after the death of a member of a staff member's immediate family or household.

Full-time and part-time staff will be paid their base rate of pay for the ordinary hours they would have worked during the period. Part-time staff are entitled to a proportion of the full-time equivalent based on their hours of work, however, AIHE will not unnecessarily withhold leave on compassionate grounds. Casual staff are not entitled to any paid compassionate leave.

Additional compassionate leave (paid or unpaid) may be granted with the approval of the General Manager.

Family and Domestic Violence Leave

A staff member (including casual staff) is entitled to five days of unpaid family and domestic violence leave each year. Staff are entitled to the full five days from the day they start work. They don't have to build it up over time. The five days renews each 12 months but doesn't accumulate from year to year if it isn't used.

Staff can take the leave if they need to do something to deal with the impact of family and domestic violence and it's impractical to do so outside their ordinary hours of work. The leave doesn't need to be taken all at once and can be taken as single or multiple days.

With the approval of the General Manager, staff may take less than one day at a time or take more than five days.

Notice and Evidence Requirements

Staff must give notice of taking family and domestic violence leave to their line manager as soon as practicable and must advise them of the period or expected period of leave.

Evidence is required to substantiate the reason for leave, which can include: documents issued by the police service or a court; family violence support service documents; or a statutory declaration.

AIHE is aware that an employee's experience of family and domestic violence is sensitive and will take all reasonably practicable steps to keep any information about an employee's situation confidential.

Long Service Leave

Long service leave is leave with pay granted to staff after a prescribed period of continuous service. In South Australia, long service leave of 13 weeks is accrued after 10 years of continuous service, with pro-rata entitlement after 7 years. Leave should be taken at a mutually convenient time and as soon as practicable once the leave is due.

All conditions relating to long service leave are provided for in Long Service Leave Act of 1987.

More about long service leave entitlements can be found here:

<https://www.safework.sa.gov.au/law-compliance/compliance-rights/wages-conditions/long-service-leave?id=2477>.

Community Service Leave

Staff are entitled to be absent from work to engage in certain community services activities such as voluntary emergency management activity or jury duty, including attendance for jury selection. Community service leave is unpaid, except for jury duty.

There is no set limit on the amount of leave an employee is entitled to. You can be absent from your employment: for the time that you are engaged in the activity, including reasonable travelling time associated with the activity, and reasonable rest time immediately following the activity; and if the absence is reasonable in all the circumstances (jury duty is taken to always be reasonable).

Voluntary Emergency Management Activity Information about provisions for voluntary emergency management activity can be found here: <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/community-service-leave>.

Jury Service

AIHE recognises the obligations of staff, including casual staff, to attend jury selection and jury duty and leave will be granted as necessary. AIHE will make up the difference between payment received for Jury Service and the normal base pay rate for the ordinary hours they would have worked for full-time and part-time employees for the first 10 days they are absent for jury duty.

Staff must notify their immediate supervisor as soon as possible of their call-up date and provide a copy of the summons to attend court.

Australian Defence Force Reserve Service Leave

Staff who are members of the Australian Defence Force (ADF) Reserves are entitled to a maximum of 2 weeks unpaid ADF Reserve service leave per calendar year for Defence service, which includes training.

Staff must notify AIHE of their ADF Reserve status when they first become an employee or when they first become a Reservist if they are already employed. You should inform your immediate supervisor at the beginning of each calendar year of your anticipated ADF Reserve service commitments for the next 6-12 months, even when specific dates are unknown. Once specific dates become available, you should notify your supervisor at the earliest practicable opportunity and provide AIHE with written ADF notification with your leave application.

Maternity and Parental Leave

AIHE recognises its commitment to providing a family friendly work environment, one that acknowledges the unique responsibilities of those with families and helps us to recruit and retain the very best people. The following policy captures the main elements of Parental Leave. It is not designed to be all-inclusive and additional provisions (such as transitional work arrangements, variations and cancellation of leave etc.) are set out in the National Employment Standards (refer https://www.legislation.gov.au/Details/C2018C00512/Html/Volume_1#_Toc533164849).

What is Parental Leave and who is Eligible?

Parental leave entitlements include: maternity leave; paternity and partner leave; adoption leave; special maternity leave; a safe job and no safe job leave; and a right to return to old job.

Parental leave can be taken when: an employee gives birth; an employee's spouse or de facto partner gives birth; or an employee adopts a child under 16 years of age.

Primary carers with 12 months continuous full-time or part-time service with AIHE are entitled to unpaid parental leave.

Casual staff are eligible for unpaid parental leave when they have:

- been working for AIHE for at least 12 months on a regular basis for several periods of employment, or on a regular and systematic basis; and

- a reasonable expectation of continuing work with AIHE on a regular and systematic basis, had it not been for the birth or adoption of a child.

Period of Parental Leave

There are different rules about how much and when an employee can take unpaid parental leave for the birth or adoption of a child. This depends on whether: one or both parents take leave; or both parents want to take leave at the same time or different times. Full details are found in the National Employment Standards (refer https://www.legislation.gov.au/Details/C2018C00512/Html/Volume_1#_Toc533164854), with a summary available on the Fair Work Ombudsman website at <https://www.fairwork.gov.au/leave/maternity-and-parental-leave/taking-parental-leave>.

When one parent takes unpaid parental leave, they can take up to: 12 months; or 24 months, with the approval of the General Manager.

If the pregnant employee takes unpaid parental leave, it must start: on the birth of the child; or up to 6 weeks before the expected birth (or earlier with the approval of the General Manager).

If the leave is adoption related, the parent taking leave must start their leave period on the date of placement of the child.

Please refer to the National Employment Standards for other provisions, including for a partner taking parental leave, both parents taking leave, and special adoption leave.

Use of Annual Leave, Long Service Leave and Sick Leave

If staff are entitled to annual or long service leave they may take it instead of, or as part of, unpaid parental leave, however the total leave period must not exceed 52 weeks.

Sick leave cannot be taken while on parental leave.

Continuity of Employment

Periods of parental leave do not break the continuity of employment service but employees do not accrue benefits for sick leave, annual leave or long service leave while on parental leave.

Applying for Parental Leave (Maternity, Paternity and Adoption)

Staff must give at least 10 weeks' notice before the expected date of birth and in the case of adoption at least 2 months' notice.

Notice is given by sending a letter to their supervisor (who will forward this on to the General Manager and AIHE Finance Manager) notifying the staff member's intention to take parental leave, the date of commencement of leave and the period of leave required.

Staff must provide supporting evidence such as a medical certificate confirming the pregnancy of themselves or their partner or a letter from the adoption agency. For extended paternity leave staff must also confirm that they will be the primary caregiver and will be required to provide details of their spouse's return to work arrangements.

Leave arrangements should be reconfirmed with the staff member's supervisor and the General Manager 4 weeks before they intend to commence parental leave.

Staff make their own decision about how much parental leave they wish to take before the baby is due. The period of maternity leave must include a period of 6 weeks immediately following the birth.

Extending or Shortening the Length of Parental Leave

The period of parental leave can be lengthened once by giving at least 14 days' notice in writing but may not exceed 52 weeks. AIHE must approve the first extension and parental leave may be further lengthened or shortened by mutual agreement.

Special Provisions

There are a range of entitlements available for pregnant employees (refer <https://www.fairwork.gov.au/leave/maternity-and-parental-leave/pregnant-employee-entitlements>). If a pregnant staff member who is not on maternity leave suffers illness related to their pregnancy or the pregnancy ends after 12 weeks (i.e. within 28 weeks of the expected date of birth of the child), paid sick leave may be taken and she is also eligible for unpaid special maternity leave. In the case of illness, the leave will end when the pregnancy or illness ends, whichever is earlier. In the case of a miscarriage, termination or still birth, special maternity leave can continue until she is fit for work as certified by a legally qualified medical practitioner.

All pregnant employees, including casuals, are entitled to move to a safe job if it isn't safe for them to do their usual job because of their pregnancy. An employee who moves to a safe job will get the same rate of pay, hours of work and other entitlements. Different working hours may be agreed with the General Manager. She will stay until it is safe to go back to her normal job or until she gives birth. If there is no safe job available, the employee can take no safe job leave. If the employee is entitled to unpaid parental leave, no safe job leave is paid. For a full-time or part-time employee, no safe job leave is paid at the base rate of pay for ordinary hours of work. For a casual, no safe job leave is paid at the base rate of pay (not including the casual loading) for the average number of hours they would have worked in the period they're on leave.

In the case of adoption, adoption leave will be automatically cancelled if an adoption does not proceed. If the staff member is on adoption leave they must write to AIHE immediately and AIHE will nominate a time not exceeding 4 weeks from the time of receipt of the letter when they can return to work.

Staying in Touch While on Parental Leave

Maintaining relationships and keeping in touch while on parental leave is important for staying up to date with the workplace, refreshing skills and assisting with return to work. With the staff member's agreement, the General Manager will nominate a contact person to "stay in touch" with them and ensure that they are kept up to date with new developments, newsletters and professional updates.

Employees on unpaid parental leave are entitled to keeping in touch days as set out in the National Employment Standards; please refer to <https://www.fairwork.gov.au/leave/maternity-and-parental-leave/when-on-parental-leave/keeping-in-touch-days> and the Department of Human Services website for more information.

For further information and to clarify other provisions on Parental Leave please speak to the AIHE Finance Manager by calling 08 8212 0990.

Paid Parental Leave

Information for details regarding paid parental leave can be found at: <https://www.humanservices.gov.au/individuals/services/centrelink/parental-leave-pay>.

Staff may be eligible for paid parental leave and dependent upon how much paid leave they are entitled to receive either they will receive the payment directly from the government or from AIHE.

5.7 Flexibility in the Workplace

AIHE recognises that flexibility in the workplace helps employees maintain a work / life balance and can help employers improve the productivity and efficiency of their business. Employees can negotiate flexibility in the workplace and AIHE will try to reach an agreement about changes to the employee's working conditions, taking into consideration: the needs of the employee; consequences for the employee if changes in working arrangements aren't made; and any reasonable business grounds for refusing the employee's request.

Further information can be found in the relevant Award and at <https://www.fairwork.gov.au/employee-entitlements/flexibility-in-the-workplace>.

SECTION 6: Induction and Orientation

6.1 Induction and Orientation

Induction and orientation for all new staff is designed to welcome and systematically introduce new staff to their roles, co-workers, documentation and systems, and orientation within the organisation. Formalised induction and orientation are integral to new staff understanding their responsibilities to meet employment obligations. All new staff (including casual/sessional staff), trainees and volunteers will receive formal induction and orientation.

Stage 1: Pre-Commencement

Preparation for commencement includes:

- employment contract and supporting document sent to new staff member;
- start date and arrangements for first day established;
- establishment of accessibility to systems, such as login and payroll;
- equipment available and set up;
- any required training with other staff pre-arranged; and
- AIHE staff advised of start date and position of the new staff member.

Stage 2: Job Commencement

The supervisor/delegate will:

- welcome the new staff member, provide introductions to other staff and a site orientation;
- provide access and login information;
- provide an overview of the induction and orientation requirements and all required documentation;
- arrange any additional required training and ensure that it is completed; and
- establish availability to answer questions and support the new staff member.

Stage 3: Induction and Orientation Review

All new staff members are required to complete all elements of the induction and orientation program by the end of the first month of employment.

The supervisor/manager is responsible for ensuring that induction and orientation has been completed, including seeking feedback and revisiting training and development requisites and any other matters that may arise from induction and orientation.

Induction and Orientation Requirements

The induction and orientation process will as a minimum cover:

- AIHE's history, mission, vision and goals;
- the culture and organisational structure at AIHE;
- the new employee's reporting line, role and responsibilities;
- probationary criteria and the probation review process;
- campus tour covering emergency procedures, exits and assembly points and first aid officers/fire wardens;
- payroll and leave application process;
- specific procedures related to the new employee's role;
- AIHE staff and student policies and procedures;
- the Education Services for Overseas Students (ESOS) Framework;
- training on staff responsibilities regarding the ESOS regulatory framework;
- brief introduction to the regulatory framework, including the Tertiary Education Quality Standards Agency (TEQSA) and Higher Education Standards Framework (Threshold Standards 2015);
- the Australian Qualification Framework;

- Information Technology resources (how to login/use the staff email, phone, Moodle, Student Management System, etc.).

All AIHE staff have a responsibility to ensure that their activities on behalf of AIHE, and those of their colleagues, comply with the ESOS regulatory framework. All staff are required to:

- comply with all relevant ESOS legislation;
- familiarise themselves with AIHE's policies and procedures relating to international students that affect their workplace and activities;
- report perceived breaches or weaknesses of AIHE's ESOS compliance.

Induction Checklist

Induction Check Lists are used to ensure new staff joining AIHE are satisfactorily and adequately orientated for success in their new role. Completed Induction Check Lists are filed for record keeping and referencing purposes. New staff joining AIHE will be provided with the relevant check list for different stages of the induction process. Once completed, the check list is to be signed and put in the employee's personnel file.

SECTION 7: Termination of Employment

7.1 Entitlements

Each Award or agreement details the following requirements for termination:

- Notice required by the employer to the staff;
- Notice required by the staff to the employer;
- Payment, in lieu of notice;
- Notice required by the employer to the staff in the case of dismissal for conduct that justifies instant dismissal;
- Time off during the notice period; and
- Redundancy, if applicable.

For staff not employed under an Award their termination arrangements will be detailed in their Letter of Appointment.

On termination, AIHE will pay all statutory entitlements. AIHE reserves the right to direct terminated staff to leave AIHE premises immediately.

Staff must return all AIHE materials including education materials, keys, phones, client files, organisation files and all Intellectual Property. Arrangements are to be made for access to documents held on AIHE's computer system.

The maintenance and obligations of confidentiality after ceasing employment with AIHE is important.

7.2 Certificate of Service

Upon request AIHE will provide staff with a certificate of service which outlines the employment period and role(s) performed within AIHE.

7.3 References

It is the policy of AIHE that written references are not provided. The General Manager may provide verbal references, limited to describing the role/tasks performed and the period of employment.

7.4 Exit Interviews

AIHE values the contributions of its people and we seek to continually learn and grow as individuals and as an organisation. Feedback from exit interviews provides AIHE with valuable information to:

- improve work practices and processes;
- identify issues that impact on AIHE's ability to retain talented people;
- better understand the contributing factors to leaving; and
- focus on what AIHE does well.

Feedback gathered from exit interviews is confidential and only shared at the staff member's request. Exit interviews are undertaken by the General Manager or authorised delegate.

SECTION 8: Professional Development

Please refer to Professional Development Policy and Procedure for details on the staff and employer's rights and obligations.

8.1 ESOS Training

All Academic and Professional staff will receive training and be reminded of their obligations in relation to International students in professional development sessions and staff meetings, where appropriate. Staff will also be kept up-to-date with any changes in relation to the ESOS regulatory framework that may affect their duties.

8.2 HES Threshold Standards

Academic and student facing staff are required to be familiar with the higher education regulatory environment, including the Tertiary Education Quality Standards Agency (TEQSA) and Higher Education Standards Framework (Threshold Standards) 2015. Academic and student facing staff will be kept up-to-date with changes in relation to the Threshold Standards that may affect their duties.

SECTION 9: Variation to HR Policies, Procedures and Guidelines

AIHE may vary any of the provisions of its policies, procedures and guidelines, as it considers appropriate.

Staff will be provided with variations as soon as they are approved by the General Manager and variations will be effective immediately.

Approving Authority	General Manager	Approval Date of Last Revision	6 Aug 2019
Approval Date	13 Feb 2018	Effective Date of Last Revision	6 Aug 2019
Effective Date	13 Feb 2018	Review Date*	6 Aug 2020
Document No	OO2.1	Version	1.1
Parent Policy			
Policy Category	Operational		
Governing Authority			
Responsible Officer	Manager Student and Academic Services		
Related Documents and References	Staff Code of Conduct Professional Development Policy and related Procedure Staff Grievances Policy and Related Procedure Intellectual Property Policy Fair Work Act 2009 The National Employment Standards Higher Education Industry—Academic Staff—Award 2010 Higher Education Industry—General Staff—Award 2010 Defence Act 1903 Defence Reserve Service (Protection) Act 2001		

* Unless otherwise indicated, the Human Resources Manual will still apply beyond the review date.

Document Control

Version #	Date	Key changes
1.0	13/02/2018	Approved by Council
1.1	6/08/2019	Revised to simplify, correct errors of fact and add provisions to cover minimum entitlements in the National Employment Standards; approved by General Manager