

# HR8

# Learning and Development

Thrive Care Group Subsidiaries



This policy is part of Thrive Care Group's (Thrive) comprehensive policy suite, designed to guide and govern operations across all subsidiaries. It establishes a unified framework that ensures consistent standards, accountability, and alignment with Thrive core values and strategic objectives. The policy applies to all employees, contractors, and stakeholders within Thrive and its subsidiaries, supporting seamless governance and compliance throughout the organisation.

# HR8 Learning and Development

## Policy Statement

1. Thrive is committed to supporting ongoing personal and professional development of its employees and the compliance with relevant role specific and industry requirements.
2. Thrive provides learning and development opportunities to all workers to ensure they are competent, qualified, and supported to deliver high quality person-centred and safe services to clients. This is achieved through the provision of high-quality induction, targeted training linked to role competencies, and ongoing support of professional development.

## Procedures

1. Training Register
  - a. The People and Culture team maintain a register of training modules which are essential for Thrive's ongoing compliance with the relevant industry Practice Standards and the safe and effective delivery of services.
  - b. The Training Register is reviewed annually to ensure it aligns to skills and competencies identified for each role.
  - c. The Training Register prescribes the relevant modules to be completed by workers based on the role specific requirements of their position and the duties to be performed.
  - d. This register includes provision of care, operational, management and governance specific training for all levels of the organisation:
    - i. Onboarding modules which all new workers must complete as part of their onboarding and within their probationary period.
    - ii. Annual mandatory training modules (including annual refresher modules) for all workers to complete.
    - iii. Role specific modules for any staff transitioning into a new role.
    - iv. Other training modules developed to address specific training needs of groups of workers.
2. Identifying additional training needs
  - a. The register will be aligned to the skills matrix and workers will be encouraged to refer to the schedule when completing support and supervision, performance discussions or career development processes. Workers are encouraged to take an

active role in their own ongoing professional and career development and to apply their learning to its most effective use.

- b. Competency Assessments are linked to training modules, and where an individual is deemed Not Competent or Development Needed through a Competency Assessment, modules may be assigned (or re-assigned) to an individual to support their development to meet the required level for the competency to be met. This will be identified by a People Leader or a member of the management team, or by the individual being assessed.
- c. Trends identified through incident reports, client progress notes or based on specific needs of clients may prompt modules to be assigned (or re-assigned) to individuals or groups to address competency gaps.

### 3. Professional qualifications and registration

- a. Where a job role specifies that a worker must hold a professional qualification or registration, it is the worker's responsibility to ensure they fulfil all requirements to maintain their qualification or registration.
- b. Fees for training and education related to maintaining a mandatory qualification or registration is the responsibility of the worker.
- c. Workers required to maintain professional qualifications or registrations who are non-compliant may be terminated from employment or put on restricted duties until their qualification or registration is reinstated to ensure ongoing compliance with role specific and industry requirements.

### 4. Professional Development for individuals

- a. Professional development programs include internal or external courses, career development and transition programs, support to undertake research or project work, support for participation in internal or external governance processes, attendance at conferences or seminars, and opportunities for networking, coaching and mentoring.
- b. Where an individual identifies a specific professional development program which they wish to pursue to support the delivery of their duties, to upskill in a specific area of specialism or to assist with their career growth, they will discuss this with their People Leader in the first instance. If the program is supported by their People Leader, they should complete the [Professional Development Request form](#) online.
- c. Professional Development Financial Assistance
  - i. Permanent employees, who have completed probation, are eligible to apply for professional development assistance by completing the [online request form](#) which is managed by the Head of Human Resources.
  - ii. Professional development assistance takes the form of:
    - 1. Study leave – up to three (3) days per year full time equivalent, pro rata

for part time workers; or

2. Financial assistance contribution to professional development – up to \$1,000 per year full time equivalent, pro rata for part time workers; or
  3. Combination of study leave and professional development financial assistance.
- iii. Any approved professional development should meet the following requirements:
1. Related to their role performed in the business or an opportunity for growth; and
  2. Address a need for the business to:
    - a. build capability and upskill in this area; or
    - b. address gaps in service; or
    - c. bring new skills and service lines into the business.
- iv. The employee must complete the [online request form](#) to request approval before enrolling in the identified program.
- v. On receipt, the Head of Human Resources will review the request for reasonableness and assess it against the criteria. It will then be discussed with the relevant member of the Leadership team for approval. Approval will only be given if the above criteria is met.
- vi. Where appropriate, the individual in receipt of professional development assistance will be required to provide a presentation to relevant colleagues on the key topics and outcomes of the course to share learnings. Materials should also be shared with colleagues to assist with further learning.
- vii. Where any new skills are learned, these should be applied and performed as part of the individual's role within a reasonable period, and the individual may be required to undertake other associated activities to market new services or drive additional membership to services as appropriate.

## 5. Governance

- a. Records of training are maintained for each worker:
  - i. The status of e-learning modules developed and assigned through Thrive's Go1 learning platform is recorded within the platform including date of completion.
  - ii. Attendance at in-person training (including induction and refresher sessions) and roadshows are maintained in a central electronic folder by People and

Culture team.

- iii. Certificates of Completion for external training are to be uploaded to an individual's employment record on Employment Hero.

## 6. Non-compliance

- a. Training is assigned for completion within a specified period – usually 30 days for e-learning modules, where an individual does not complete an assigned module within the assigned timeframe, the People and Culture team or People Leader will make initial contact to prompt completion and/or provide support with any access issues.
- b. Where an individual remains non-compliant with the completion of assigned mandatory training, they may be put on restricted duties, not assigned rostered services / stand-down, or subjected to disciplinary action, up to and including termination of employment until their training is completed and pass achieved.

## Related Business Procedures

1. HR4 – Recruitment and Selection
2. HR5 – Employment Lifecycle
3. HR7 Disciplinary and Grievance
4. Professional Development Request Process and Form

## Responsible Persons

1. The Chief Executive Officer must:
  - a. Manage and monitor compliance with this policy.
  - b. Support employee competence and compliance with this policy.
  - c. Approve learning & development budget.
  - d. Monitor capability data and compliance audit results.
2. People and Culture must:
  - a. Maintain training register.
  - b. Facilitate access to Commission training modules and providers.
  - c. Generate training status reports for leadership.

- d. provide relevant advice, coaching and support to managers and employees in the performance of this policy.
  - e. Create training modules
  - f. Review PD requests
3. Management must:
- a. Manage and monitor compliance with this policy.
  - b. Identify staff needs; adjust training plans.
  - c. Enforce completion of mandatory training.
  - d. Use practical competency assessment tools.
  - e. ensure that staff are offered and permitted appropriate professional development opportunities, taking into account the needs of the individual as well as the organisation.
3. All Thrive employees, volunteers and subcontractors must comply with this policy.
- a. Complete all required training.
  - b. Suggest self-initiated professional development aligned with role objectives

## Definitions

1. **Aged Care Code of Conduct:** e-learning module “The Aged Care Code of Conduct” prescribed by the Aged Care Quality and Safety Commission – inhouse version managed via Employment Hero learning platform
2. **Employment Hero:** Thrive’s Human Resources Information System which manages employee records including qualifications, certifications and learning.
3. **Go1:** Thrive’s learning platform within its Human Resources Information System – Employment Hero.
4. **NDIS Worker Orientation:** NDIS e-learning module “Quality, Safety and You” prescribed on the NDIS Quality and Safeguards Commission eLearning portal
5. **Thrive:** Thrive Care Group Pty Ltd ABN 68 637 232 752, together with each of its subsidiaries.

## References

1. Aged Care Act 2024 (Cth) and its associated regulations
2. National Disability Insurance Scheme (NDIS) Practice Standards and their associated regulations
3. Privacy Act 1988 (Cth)
4. **Workforce Capability Framework** – defines attributes and competencies required of workers.
5. **NDIS Practice Standards** – Core and Verification modules include human resource management and competence
6. **Aged Care Quality Standards** – Strengthened 2025; enforce outcome-based staff capability.
7. **Codes of Conduct** – NDIS and Aged Care require training in rights, respect, boundaries, ethical practice.
8. **Fair Work Act 2009**, National Employment Standards,
9. Anti-discrimination laws,
10. **NSW WHS Act 2011**.

## Version Control

Version 1          August 2025          New policy creation



**Thrive Care Group**

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