



Learning & Development Policy

UNCLASSIFIED | BMS001681 | Rev 4.0 | April 2016
Owner: Head of Capability & Learning

Background

At **nbn** we are committed to developing and growing our people as we build a high performance culture that makes **nbn** a great place to work. We encourage employees to enhance skills that not only meet the current needs of their employment but to also develop capability to meet the future needs of the organisation. As a Government Business Enterprise, **nbn** has an obligation to ensure that all learning activities undertaken are relevant to and have direct impact on enabling skills required to perform effectively in their role, whilst adopting a cost-effective approach in choosing the most appropriate solution. On this basis, **nbn** has established a Learning & Development Policy that ensures employees have the capability development required for their roles and access to career development opportunities as part of their employment with **nbn**.

Purpose

The purpose of the Learning & Development Policy is to:

- Define the Learning & Development approach at nbn co.
- Outline the support provided by **nbn** in assisting employees undertake approved Learning activities (Study Assistance).

Learning Approach at nbn co

The **nbn** Learning & Development framework is designed to deliver capability based solutions that are flexible in delivery and cost.

nbn has adopted the below approach to Learning activities:

- 70% - Learning on the Job
- 20% - Learning through others
- 10% - Formal Learning Interventions



Experience (70)	Exposure (20%)	Education (10%)
<p>Experiential learning should make up 70% of learning.</p> <p>This is about growing capability all day, every day, on the job.</p> <p>We learn most of what we know about our jobs informally. Our greatest personal development happens in the workplace; not the classroom.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Participating in stretch assignments or job rotations • Taking on new role responsibilities • Leading or participating in a project • Day to day research, e.g. web browsing, subscribing to information portals 	<p>Exposure should equate to 20% of learning.</p> <p>It's about learning through interactions with others; and gaining insights, validation, and direction.</p> <p>Learning through others can have a significant impact and help to build a stronger self-awareness.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Seeking secondment and relief opportunities • Obtaining coaching and informal feedback • Mentoring and reverse mentoring • Actively participating in a project team, collaboration group, or community of 	<p>Formal learning should equate to 10% of your overall development.</p> <p>Education and learning through formal courses should be the platform to gain knowledge.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Structured learning programs • Activity based workshops • External courses • Professional development, qualifications, accreditations • eLearning modules

Our investment in Study Assistance is one of the ways we deliver on this commitment to our people. The following guidelines outline the **nbn** approach to providing support for further studies.

Study Assistance Guidelines

Study Assistance is available to provide financial support to **nbn** employees wishing to undertake further study for qualifications, certifications or accreditations that will help them in their roles today as well as their future career. In providing this support, **nbn** aims to recognise and reward talent and high performance as well as support individual career development.

The purpose of the Policy is to provide employees and their managers clear guidelines on:

- The scope of study assistance available at **nbn**
- Eligibility criteria and approval guidelines
- Leave entitlements for study and exams
- The role of the employee, their manager and the Learning & Development Team in relation to the Policy

Scope

These Guidelines apply to all full-time and part-time employees.



Eligibility criteria

All employees, other than casual employees, are entitled to the provisions within these Guideline's, provided that they meet all of the following criteria:

- The employee has completed at least twelve (12) months continuous service with **nbn**;
- The studies sought to be undertaken by the employee are:
 - at a University, TAFE, private college or similar institution which includes the following types of study:
 - Formal qualifications (eg: Cert IV, Diploma, Degree, Graduate Diploma, Masters degree);
 - Industry certifications and accreditations (eg: PRINCE2, PMP, ITIL, RegPM, CCNP, etc);
 - highly relevant to the business and the employees development in their current role;
 - part of the employee's Individual Development Plan;
 - approved by the employee's manager and endorsed by their General Manager; and
 - The employee has received a rating of 3 or more out of 5 at their last performance review.

Approval guidelines

Once an employee feels they have met all the eligibility criteria, they may apply for Study Assistance by completing the online application on learning@nbn*,:

1. Log into **learning@nbn**
2. From the **Learning** menu item, choose "**view your training records**"
3. At the top left of your training record, click on "**Add external training**"
4. Complete the online form and attach supporting documents including your development plan and course information.
(Note: attachments should be .pdf, .doc or .xls format)
5. Click "**Submit**", your request will workflow to your manager for e-approval and then to Learning Services for review.

It is important that the Study Assistance application is submitted and approved prior to the commencement of study. Study Assistance will not be approved on applications that have not been approved prior to the commencement of study.

Applications must be accompanied by:

- Manager's approval email
- Course details (name, institution, duration, location) including specific subjects/units
- Program costs provided by the institution

Note: For programs that extend over multiple years, the employee will need to re-apply for Study Assistance each year, prior to commencing study.

Final decision for approval will be made by the Head of Capability and Learning and will be communicated via email and accompanied by the employee's Learning Agreement.

**Refer to the Request Financial Support for Professional Development quick reference guide on the HUB for more information.*

Reimbursements

- The employee is responsible for paying all program costs up front.
- The employee must still be employed by **nbn** at the time of seeking reimbursement.



- A request for reimbursement should be made via IExpenses*, selecting Study Assistance as the line item.
- The request must be accompanied by:
 - The Learning Agreement
 - Evidence provided by the institution to show successful completion of the unit of study
 - A tax receipt from the institution
- In the case where an employee fails an exam or unit/subject, they will be responsible for any additional charges to re-sit the exam or unit/subject.
- All reimbursements will be funded centrally by Learning & Development.
- Compulsory text books can be included for all successful applications up to \$150 per semester.
- The following reimbursement values apply:
 - For **formal qualifications** - reimbursement of 50% of course fees (up to a maximum of \$5000p.a.) are made to the employee following successful completion of each semester/unit of study.
 - For **industry certifications and accreditations** – reimbursement of up to \$1000 for course/exam fees are made to the employee following successful completion of study.

**Refer to IExpenses Policy on the HUB for more information*

Exclusions

Due to Fringe Benefit Tax (FBT) implications for **nbn** the following cannot be claimed:

- Student amenities fees
- Administration fees
- Membership fees
- Residential costs
- Parking
- Excursions
- Travel costs including car parking
- Additional tuition
- Postage and handling fees for online purchases of textbooks

Study Leave

For all programs approved for **nbn** Study Assistance, employees may apply for study leave. The following study leave guidelines will apply:

- Employees may apply for 1 day of study leave per approved subject/unit.
- Paid study leave is capped at 5 days in total per annum.
- Employees can attend an exam during work hours without taking study leave however they must start the day at work prior to their exam or return to work post their exam.
- All study leave arrangements are subject to manager approval.

Note: For Industry Certifications and Accreditations it is expected that the employee will self-study to prepare for their exam – exam preparation training/workshops are not directly funded.



Leaving nbn

If an employee leaves **nbn** whilst undertaking a course for which they have been approved for reimbursement, they will not be eligible to claim any expenses for that course. If an employee is terminated by **nbn** for unsatisfactory performance or misconduct, they may be required to repay any monies that have been provided in the form of Study Assistance.

Further, **nbn** may also seek reimbursement from employees that leave within 12 months of completing a funded learning activity.

Roles and responsibilities

Employee checklist:

- I have read and understood this policy prior to submitting my application.
- I have obtained study approval from my immediate manager.
- I have submitted an application form through learning@nbn prior to commencement of study.
- I have included the proposed study in my Individual Development Plan.
- I understand all enrolment fees are paid upfront by me.
- I understand that if I am to leave the business I will be required to return to **nbn** all money reimbursed to me within the last 12 months prior to my last day in the business.
- After successful completion of my course(s) I will claim a reimbursement of 50% of fees and compulsory textbooks via IExpenses.
- I will provide the below documentation when processing my claim in IExpenses:
 - A copy of the Learning Agreement
 - A tax invoice from the Institution
 - Academic transcript showing my passing grade(s)

Manager responsibilities:

- Champion this policy by reading and understanding it in full, and ensure the employee does the same.
- Discuss the proposed course with the employee: validate its relevance to their current or future role, assess its impacts on work/life balance, ensure it is part of their IDP.
- Approve/reject the employee's Study Assistance application and discuss the reasons why.
- Providing coaching and development opportunities linked to the employee's study.
- If a Study Assistance recipient leaves the business, coordinating the retrieval of all funds reimbursed within the last 12 months prior to the employees last day in the business (HR and Payroll will assist with this).

Learning & Development responsibilities:

- Ensure the Policy is applied consistently to drive A Great Place to Work.



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- Provide advice and support to managers and employees regarding this policy to ensure it is clearly understood and followed.
 - Assist managers to determine the relevance of study to the employee's current or next role.
 - Revise and approve/decline the study request for Study Assistance on the Learning Management System.
 - If a Study Assistance recipient leaves the business, support the manager in retrieval of all funds reimbursed within the last 12 months.

More information

People Central

E: hrsupportcente@nbnco.com.au

P: 1800 770 187

Related policies

- Remuneration and Benefits
- Travel and Expenses
- Delegations of Authority

*<Megan Johnston>
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Effective as of <01 April 2016>*



Document control

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Department or business unit	Organisation Development & Capability

Revision history

Revision	Description	Policy author
1.1	Scope broadened to include all full-time and part-time employees.	Megan Johnston