

Learning catalogue

At Transgrid we are committed to the continuous development of our people. As a Transgrid employee, you have access to a suite of learning and development opportunities which can be found in the catalogue below.

Registering to attend a course

If you are interested in any of the courses below, you may register via HRIS by following the provided hyperlinks under each course description.

When a course has a session available, you'll have the option to click '**Register Now**' to view the available schedules. If spaces are available and your manager is happy for you to attend, you can register to attend directly through HRIS. A confirmation email and calendar placeholder will be sent to you by the system.

For sessions that are fully booked, an option to add your name to the '**Waitlist**' will be available so that in the event of a cancellation, you'll be notified that a space has become available.

If a course has no sessions scheduled, instead of 'Register Now' you'll have the option to '**Request a Class**'. We'll be monitoring these requests to schedule courses that receive enough expressions of interest and will keep you updated if new sessions become available.

For any further questions or requests, please reach out to us at people@transgrid.com.au

- > [Lifestyle Inventory \(LSI\) Tool & Workshop](#)

- > [SmartWork with Productivity & Time Management](#)

- > [MBTI & Team Development](#)

- > [Finance for the Non-Finance Manager](#)

- > [Envisage - Create Your Future](#)

- > [Aboriginal and Torres Strait Islander Cultural Awareness Training](#)

- > [WorkMates Mental Health Training](#)

- > [Mental Health Training - Leaders](#)

- > [Respectful Workplace Training for Leaders](#)

- > [Heads Up - Felt & Visible Safety Leadership Training](#)

- > [Inspire 1: Performance & Development](#)

- > [Inspire 2: Motivation & Recognition](#)

- > [Inspire 3: Improved Performance](#)

- > [Inspire 4: Leading through Change](#)

- > [Inspire 5: Coaching](#)

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- > Leading for Performance

 - > Recruitment and Selection

 - > TransGrid Induction Day for Managers

 - > TransGrid Induction Day

 - > National Electricity Market (NEM) Fundamentals by AEMO

 - > CAMMS - Project Risk Register User Training

 - > Project Risk Management Training

 - > Project Management Training - Fundamentals

 - > Project Management Training - Advanced (For Experienced Project Managers)

 - > Microsoft Project 2016 Training - Level 1

 - > Power & Infrastructure Project Finance

 - > General Conditions of Contract - Day 1

 - > General Conditions of Contract - Day 2

 - > Board Paper Writing Skills - Advanced

 - > Effective Business Writing

 - > Effective Communication Skills

 - > Dealing with Challenging Situations

 - > Conflict Management

 - > Negotiation & Influencing Skills

 - > Advanced Negotiation Skills

 - > Business Partnering Excellence

 - > Online Presentation Skills

 - > Presentation Skills

> Masterful Presentation Skills

> Facilitation Skills

> Excel - Level 2 (Intermediate) Live Training

> Excel - Level 3 (Advanced) Live Training

Mandatory Field Training

Transgrid has a strong tradition of providing valuable training and education programs for electricity transmission workers.

We provide industry leading training services to Transgrid staff and external customers. This is achieved through the innovative design, development and implementation of training solutions that set industry benchmarks.

Primary amongst our goals is ensuring absolute safety for everyone involved in our work. Our mandatory training requirements ensure safety training and certification at levels appropriate to the work being carried out. Our education programs include comprehensive training and support for apprentices, trainees and fully qualified staff (SDP). The Transgrid Training Procedure can be found [here](#).

For professional and career development programs run by People & Culture, please contact People@Transgrid.com.au or ext. 900 222.

Worker Safety Authorisation and Training

Our Worker Safety Authorisation and Training (WSAT) system records components required for contractors and customers to work on a Transgrid site. The components can vary according to the type of work being performed.

Examples of single or combinations of components that may be required:-

- Transgrid Power System Safety Rules Categories
- Environmental Rules
- CPR – Release and Rescue (LVR)
- Working at Heights – EWP, Tower Rescue , Pole Rescue and Descent
- Trade Qualifications
- WHS - General Induction for the construction industry

To maintain compliance in WSAT, all components of the worker role must remain current.

Transgrid staff can use the WSAT Portal or mobile app - Onsite Mobile to check and confirm a contract or Transgrid worker authorisations, work roles and training.

Access the WSAT Portal [here](#).

How to book PSSR and Environmental Training

Transgrid staff

Transgrid employees requiring PSSR Authorisation, Reauthorisation and Environmental Training please email the Training Team on Training@Transgrid.com.au.

Please ensure you have written endorsement from your team leader/manager to complete this training.

Contractors

The Worker Safety Authorisation and Training (WSAT) system is now used by all Transgrid external contractors to manage worker authorisations and book training.

Contractors should be referred to the [Transgrid Contractors website](#) for information on how to book PSSR and Environmental training and the steps on how to book either a Public or Private course.

The [Transgrid Rate Card](#) will be sent to customers / contractors together with the quote if a private course is selected. NOTE - The Training Group will not accept incomplete Application Forms and training will only be scheduled upon receiving the signed quote.

Registered Training Organisation (RTO) Guidelines

Summary

TransGrid is a Registered Training Organisation (RTO) accredited under the Australian Skills Quality Authority (ASQA).

These guidelines are to be used with the listed resources, to ensure that TransGrid meets the Standards for Registered Training Organisations (RTOs) 2015.

Document Control

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1. Purpose

TransGrid is a Registered Training Organisation (RTO) accredited under the Australian Skills Quality Authority (ASQA).

These guidelines are to be used with the listed resources, to ensure that TransGrid meets the Standards for Registered Training Organisations (RTOs) 2015.

2. Scope

The scope of this procedure applies to all training delivered on behalf of the TransGrid RTO.

3. Definitions

Key terms and definitions relating to the corporate-wide procedure

Term	Definition
<i>Australian Qualifications Framework (AQF)</i>	The AQF previously the Australian Qualification Training Framework (AQTF) is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training section into a set of single comprehensive national qualifications.
<i>Registered Training Organisation (RTO)</i>	Registered training organisations (RTOs) are those training providers registered by ASQA (or, in some cases, a state regulator) to deliver vocational education and training (VET) services. RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications and must adhere to the Standards for Registered Training Organisations (RTOs) 2015. TransGrid is an RTO – National Code No: 90385
<i>Australian Skills Quality Authority (ASQA)</i>	The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training (VET) sector. The role of ASQA regulates courses and training providers to ensure nationally approved quality standards are met and the reputation of Australia's VET system is maintained through effective national regulation.
<i>Vocational Education and Training (VET)</i>	Vocational education and training (VET) refers to education and training that focuses on delivering practical skills and knowledge required for specific industries.
<i>Learner</i>	A worker engaged in training with TransGrid. Can be: a) An employee, or b) A contractor or subcontractor, or c) An employee of a contractor or sub-contractor, or d) An employee of a labour hire company who has been assigned to work in the person's business or undertaking, or e) An apprentice or trainee
<i>RTO Learner Handbook</i>	This handbook provides <i>Learners</i> with information regarding completion of nationally recognised vocational education and training (VET) delivered by TransGrid.

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Term	Definition
<i>RTO Trainer & Assessor Handbook</i>	This handbook provide information to accredited Trainers and Assessors delivering nationally recognised vocational education and training (VET) for TransGrid.

4. Roles and Responsibilities

4.1 RTO Chief Executive Officer

Role:

The role of the *RTO* Chief Executive Officer is to provide business and educational leadership to all staff and Learners relevant to products and services offered by TransGrid's *RTO*. The Chief Executive Officer is ultimately responsible for organisational governance and compliance.

The position of *RTO* Chief Executive Officer is held by a Senior Leader nominated by the Executive Manager/Works Delivery.

Main duties

- Ensure compliance with all relevant standards and directives;
- Ensure effective systems to communicate and monitor *RTO* activities and compliance, ensure that the policies and procedures are circulated, understood and implemented consistently throughout the *RTO*;
- Identify and analyse legislative and regulatory requirements and implement a risk management approach to guide how TransGrid conducts operations to comply with these requirements;
- Review the *RTO*'s compliance with the *VET* Quality Framework and Standards for *VET* Accredited Courses at least annually;
- Approve marketing material;
- Personally undertake all formal communication with Registering Authority;
- Establish and monitor information management arrangement to ensure TransGrid has a records and data management system that guarantees access, integrity and accuracy;
- Implement and monitor arrangements to engage with industry to ensure training and assessment services are aligned with industry requirements; and
- Keep informed of changes in the *VET* industry including changing regulatory requirements and changes to endorsed training packages.

4.2 RTO Compliance Officer

Role:

The role of the *RTO* Compliance Officer is to oversee the management of TransGrid corporate governance and quality systems relevant to products and services offered by TransGrid's *RTO*. This involves monitoring compliance with quality standards and codes, Learner administration and records management, reporting requirements, etc.

The position of Compliance Officer is held by a member of the Training Group nominated by the Training Manager.

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Main duties

- Ensure that the *RTO* complies with the *VET* Quality Framework and Standards for *VET* Accredited Courses for Registered Training Organisations across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf;
- Ensure that the *RTO* provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the registering body for the purposes of audit;
- Apply to the registering body that has registered it for any variation to scope of registration;
- Provide details, upon the request of the registering body that has registered it, of all operations within its scope of registration including operations in other States or Territories and outside Australia;
- Provide the registering body that has registered it with accurate and timely information regarding registration and compliance (including major changes to the *RTO*'s system or staffing profile, relocation of the *RTO*, financial difficulties, activities in other states or territories and transfer of client records); and
- Conduct an internal audit of the *RTO*'s compliance with the *VET* Quality Framework and Standards for *VET* Accredited Courses for Registered Training Organisations at least annually.
- Maintain an awareness of legislative and regulatory requirements and monitor the risks associated with compliance.
- Keep informed of changes in the *VET* industry including changing regulatory requirements and changes to endorsed training packages.
- Coordinate internal Standards for Registered Training Organisations audit program to monitor the compliance of TransGrid operation.
- Oversee the maintenance of *RTO* Data to ensure the accuracy and integrity of operational training data.
- Prepare and submit reports to ASQA. These reports will include AVETMISS reports, Quality Indicator Reports, training activity reports and others as directed.
- Coordinate the administration of continuous improvement data collection. This predominately relates to Quality Indicator Surveys which must be issued to Learners and employers, collected, entered and reported.
- Coordinate TransGrid systematic approach to continuous improvement.
- Implement and monitor compliance with TransGrid version control system to ensure documents being used in the delivery of services are the most current and approved version.
- Implement and monitor arrangements to store and archive records in accordance with TransGrid records retention policy. This is to include arrangements to back-up electronic data into a secure off-site location.
- Liaise with TransGrid training staff to coordinate the flow of documentation to ensure Learner records and operational data is kept accurate and up to date.

4.3 RTO Trainer/Assessor

Role:

The Trainer and Assessor is to prepare and deliver safe and effective training and assessment to Learners enrolled in TransGrid's *RTO* programs. They provide suitable training support services to complement *Learners'* individual needs.

The position of *RTO* Trainer/Assessor is held by members of the Training Group or other Business Groups within TransGrid nominated by the Training Manager. All *RTO* Trainers/Assessors meet the minimum requirements to maintain *RTO* status.

Main duties:

- Comply with the *RTO Trainer & Assessor Handbook*, Training Procedure and this guideline,
- Facilitate training and assessment in strict accordance with the course strategies designed and provided by Training staff.

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- Plan training and assessment sessions to ensure the required resources are available to support the delivery.
- Deliver and coordinate training in accordance with the requirements of the training strategy using training methods that progressively instil knowledge and skills into *Learners*.
- Conduct assessment in accordance with the principles of assessment and the designated assessment strategy.
- Undertake own professional development activities to continue to develop competence and currency of skills and knowledge. Update TransGrid professional development register to provide a true record of professional development and currency.
- Contribute to TransGrid systematic approach to continuous improvement. This includes identifying opportunities for improvement and acting responsively to implement agreed improvements.
- Participate in TransGrid assessment moderation and validation activities to promote fair and reliable assessment and to maintain the alignment of assessment activities and materials with industry expectations and training package requirements.
- Contribute to the development of training and assessment materials when required.
- Maintain equipment and training aids to ensure they are serviceable and safe for operation.
- Monitor the safety of *Learners* at all times. Always put the safety of *Learners* before any other priority or activity.
- Ensure that appropriate housekeeping measures are observed, and, that training facilities are maintained in a clean and tidy state.
- Report non-compliance with legislation or TransGrid policies and procedures immediately to the Training Manager.
- Model ethical and professional behaviour to set the benchmark of these qualities for *Learners* and others.

5. Qualifications of Training Staff

Refer to [Training Procedure](#) for qualification and professional development requirements.

6. Induction

6.1 Staff Induction

Induction for *RTO* staff follows the TransGrid Induction process. Refer to [Induction Procedure](#) for details.

Trainers and assessors shall be provided with an *RTO Trainer & Assessor Handbook* detailing all rights, responsibilities and sources of information and guidance. An acknowledgement of receipt of the handbook shall be kept on the trainer's or assessor's personnel file.

6.2 Learner Induction

Learners shall be provided with an *RTO Learner Handbook* detailing all rights, responsibilities and sources of information and guidance. An acknowledgement of receipt of the handbook shall be kept on the *Learner's* personnel file.

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7. Financial Management

The *RTO* complies with TransGrid financial management policies and procedures and when requested will provide the registering body with a formal assurance that the *RTO* has sound financial management standards for matters related to the *RTO*'s scope of registration and scale of operations.

8. Administration and Records Management

Learner and training event records shall be kept as per Training Procedure. In addition, *Learner* records regarding accredited training and issued national competencies shall be kept in an accessible format for no less than 30 years.

RTO staff records, including but not limited to qualifications and professional development, shall be kept in a secure library.

Any and all hardcopy records shall be kept in in a secure location.

9. Access & Equity

Refer to Training Procedure - Access & Equity clause.

10. Mutual Recognition

The *RTO* will recognise Qualifications and/or Statements of Attainment that have been issued by another *RTO*.

11. Memoranda of Understanding (MOU) with other Providers

The *RTO* will have a written agreement with each organisation that provides training and/or assessment on its behalf. The agreements will meet conditions and standards for registration.

12. Risk Management

The *RTO* will follow the TransGrid procedures for managing risks. Refer to Risk Management Process for guidelines. Additionally, the *RTO* will use a self-audit process to identify risks and mitigations associated with its operation. Risks associated with the operations of the *RTO* will be recorded in a secure library.

13. Stakeholder Feedback

TransGrid is a Quality Endorsed Company (ISO 9001 Lic 4067). The Control of Quality Documents procedure describes the Quality Management System that has been implemented to comply with ISO9001.

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The *RTO* will collect feedback from participants, managers/team leaders and other relevant stakeholders as outlined in the Training Procedure.

Data will be analysed as part of the self-audit, continuous improvement and training package review processes.

14. Appeals, Grievances and Complaints

Refer to Training Procedure appeals, grievance and complaints guidelines.

15. External Review

RTO training staff will be required to involve industry in the provision of its training and assessment services.

Industry involvement will be maintained primarily through the external monitoring and audit process performed by ASQA. In addition, the *RTO* will make use of the following channels to involve industry in the delivery of its training and assessment services:

- Participation in the evaluation of National Training Packages with ASQA if required.
- Participation in the evaluation of specific activity areas with other industry representatives if required.
- Membership of the ESI TDR IRC and associated TAC groups.
- Direct consultation with other industry groups (Distributors, other Transmission Authorities etc.).

16. Internal Monitoring and Review Process

Internal monitoring and reviews are documented and recorded in the appropriate corporate systems. The *RTO* training staff will:

- Participate in the annual review of the training and assessment strategies.
- Participate in the auditing of the *RTO* training and assessment functions as required.
- Provide stakeholders with feedback.
- Review feedback at the conclusion of a training program and incorporate any modifications and revisions.

17. Transitioning Scope of Registration to Revised Training Packages

The *RTO* will manage its scope of registration to transition from superseded training packages within 12 months of their publication on the national register, this is to ensure that we only deliver currently endorsed training packages and that students are not enrolled in qualifications that adversely affect their opportunities for employment or future studies pathways.

18. Continuous Improvement

Refer to Training Procedure continuous improvement guidelines.

Continuous Improvement Records may be opened by any member of the *RTO* staff in response to an assessment appeal, a specific complaint or an identified trend in *Learner* and employer feedback. Instructions on how to open and process a record should be sought from the *RTO* Compliance Officer. Continuous Improvement activities will be recorded in the *RTO* Continuous Improvement Register.

19. Assessment

Refer to Training Procedure training and assessment principles.

The *RTO*'s assessment tools will meet the requirements of the endorsed components of the training package within the scope of its registration.

20. Issuing of Qualifications

The *RTO* will only issue qualifications and Statements of Attainment that are within its scope of registration. Qualifications issued shall comply with the Australia Qualifications Framework (*AQF*) Protocol Defining the Form of the Qualifications or its replacement.

The *RTO* CEO delegates the responsibility of the issuing of all Qualifications and Statements of Attainment to the TransGrid/Works Delivery/Training Manager.

21. Ethical Marketing and Advertising

The NVR registered training organisation must ensure its marketing and advertising of *AQF* and *VET* qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

The *RTO* will ensure marketing and advertising of *AQF* and *VET* qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. The *RTO* will ensure that:

- A client's written permission will be gained if the *RTO* intends to use information about them in any marketing materials.
- It provides clients with full details of conditions in any contractual arrangements.
- It accurately represents its training and assessment products and services to prospective clients.

22. Fees and Refunds

TransGrid is entitled to charge fees for services provided to *Learners* undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, *Learner* services and training and assessment services.

22.1 Fees Payable

Fees are payable when a *Learner* has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 14 days of receiving an invoice from TransGrid. TransGrid may discontinue training if fees are not paid in accordance with the agreed fee schedule.

At the time of publishing this Guideline, TransGrid does not provide public courses through the *RTO*. If TransGrid decide to offer courses and programs to the general public the fees and charges will be published through the TransGrid website. 'In-house' training requests from customers are quoted individually, on receipt of scope of work.

22.2 Schedule of Fees and Charges

The Manager/Portfolio Development is responsible for approving TransGrid Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by TransGrid to honour its commitment to deliver services and complete the training and/or assessment once the *Learner* has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing *Learners*, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to *Learners* who are deemed not yet competent on completion of training and assessment;

22.3 Giving Notice of Enrolment Cancellation

A *Learner* who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. The *Learner* is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

22.4 Refunds Policy

Application for refund of fees will be considered in a fair and equitable manner by the Chief Executive Officer of the *RTO* (or nominated TransGrid employee).

The following refund policy will apply:

- *Learners* who give notice to cancel their enrolment **14 business days** or more prior to the commencement of a program will be entitled to a full refund of fees paid.
- *Learners* who give notice to cancel their enrolment **13 business days** or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by TransGrid is required to cover the costs of staff and resources which will have already been committed based on the *Learners* initial intention to undertake the training.

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- *Learners* who cancel their enrolment after a training program has commenced will not be entitled to a refund of any fees paid in advance. An exception to this policy is where TransGrid fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

Where refunds are approved, the refund payment must be paid to the *Learner* within 30 days from the time the *Learner* gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the *Learner*.

22.5 Statutory Cooling Off Period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All staff are recommended to refer to the [Australian Consumer Law, Sales Practices Guide](#) for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

TransGrid does inform prospective *Learners* within the *RTO Learner Handbook*. It must be noted by all staff that TransGrid do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our *Learners* who have enrolled into a program. For refund option in other circumstances, *Learners* and staff must refer to the refund policy.

22.6 Our Guarantee to Clients

If for any reason TransGrid is unable to fulfil its service agreement with a *Learner*, TransGrid must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the *Learner* and which can be issued in a statement of attainment at the time the service is terminated.

22.7 Limiting Fees Being Paid in Advance

TransGrid acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by *Learners* in advance of their training and assessment services being delivered. To meet our responsibilities TransGrid may accept payment of no more than \$1,500 from each *Learner* prior to the commencement of the course. This requirement only applies when the payment for the fees are being made directly by an individual that falls under the protection of Australian Consumer Law. By this we generally mean the *Learner* or the *Learner's* family member. This requirement is not applicable where the fees are being paid by the *Learner's* employer or a funding authority. This is an entity to entity transaction and does not require the limiting of fees paid in advance.

Following the course commencement, TransGrid may require payments of additional fees in scheduled payments in advance from the *Learner* but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.

22.8 Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for ‘professional or trade course’ is a GST-free education course.

ATO reference: <http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>

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Where a *Learner* is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

22.9 Miscellaneous Charges

TransGrid will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a *Learner*.
- Replacing issued learning materials which the *Learner* has lost or damaged
- Re-assessment services
- Photocopy fee

These miscellaneous charges are to be clearly specified in TransGrid Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

22.10 Learner Complaints About Fees or Refunds

Learners who are not satisfied with TransGrid arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint.

23. Privacy

The *RTO* is committed to protecting the privacy and confidentiality of *Learners'* personal information and training records. All personal information and training records are stored securely and not released without the *Learner's* written consent. The *RTO* complies with the guidelines contained in TransGrid's Privacy Procedure and Commonwealth and NSW legislation relating to Privacy.

24. Legislative Requirements

TransGrid are subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to *Learners*, and relates to the industry in which we conduct training. This legislation is continually being updated and all TransGrid representatives are made aware of these changes as they occur. The legislation that particularly affects the delivery of our services includes:

Commonwealth legislation:

- *National Vocational Education and Training Regulator Act 2011*
- *Student Identifiers Act 2014*
- *Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010*
- *Competition and Consumer Act 2010*
- *Age Discrimination Act 2004 (Cwth)*
- *Disability Discrimination Act 1992*
- *Disability Standards for Education 2005*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *Privacy Act 1988 and Australian Privacy Principles (2014)*
- *Fair Work Act 2009*
- *Copyright Act 1968*

NSW legislation:

- *Work Health and Safety Act 2011*
- *Anti-Discrimination Act 1977*
- *Workplace Injury Management and Workers Compensation Act 1998*
- *Children and Young Persons (Care and Protection) Act 1998*
- *Disability Services Act 1993 & Disability Services Regulation 2003*
- *Privacy and Personal Information Protection Act 1998*
- *Fair Trading Act 1987*

25. Accountability

Title	Responsibilities and Accountabilities
<i>Head of Portfolio Office</i>	<ul style="list-style-type: none">As <i>RTO</i> Chief Executive Officer, provide business and educational leadership to all staff and <i>Learners</i> relevant to products and services offered by TransGrid's <i>RTO</i>Responsible for organisational governance and compliance
<i>Training Manager</i>	<ul style="list-style-type: none">As <i>RTO</i> Compliance Officer, oversee the management of TransGrid corporate governance and quality systems relevant to products and services offered by TransGrid's <i>RTO</i>Monitors compliance with quality standards and codes, <i>Learner</i> administration and records management, reporting requirements
<i>RTO Trainer and Assessor</i>	<ul style="list-style-type: none">Prepare and deliver safe and effective training and assessment to <i>Learners</i> enrolled in TransGrid's <i>RTO</i> programsAdhere to the Trainer/Assessor responsibilities as set out in the <i>RTO Trainer & Assessor Handbook</i>
<i>Learners</i>	<ul style="list-style-type: none">Actively participate in training activitiesAdhere to the <i>Learner</i> responsibilities as set out in the <i>RTO Learner Handbook</i>.

26. Monitoring and review

This procedure will be monitored and reviewed in accordance with record management procedures.

27. Change from previous version

Revision no	Approved by	Amendment
5	Kersha Levi, Head of Portfolio Office	<ul style="list-style-type: none">Scheduled reviewTransferred into latest procedure templateRefinements to complement updates in Training Procedure
4	Kersha Levi, Manager Field Support	<ul style="list-style-type: none">Transferred to latest procedure templateDetailed fees clause addedPrevious Guideline document no: GD ES G3 001

28. References

Training Procedure

RTO Learner Handbook

RTO Trainer & Assessor Handbook

Warning: A printed copy of this document may not be the current version. Please refer to the Wire to verify the current version.

Study Assistance Procedure

Summary:

This procedure governs how TransGrid provides study assistance to permanent employees.

This procedure has implications for TransGrid's' management of fringe benefits tax and reimbursement of input tax credits.

Revision no: 3.0	HP TRIM No: D2003/1720	Approval Date: 8 th December 2014
Business function: Manage People		Document type: Corporate Procedure
Process owner: Manager/People Strategy		
Author:	Elizabeth Dickson	
Reviewers:	P. Harkness (Employee Relations & Remuneration Mgr), B. Crumpton (Payroll Manager, L. Boreham (OD Manager)	
Approver:	M Gatt EGM/People & Corporate Services	

A printed copy of this document may not be the current version. Please refer to the Wire to verify the current version.

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1. Purpose

This procedure governs how TransGrid provides study assistance support for part time external study courses that provide a formal qualification or course from a school, college or university or other place of education relevant to current employment.

2. Scope

This procedure applies to all TransGrid permanent employees.

3. Exclusions

Employees currently receiving study assistance approved under prior procedures, before August 2012 receive 100% reimbursement. However, from the start of semester 1, 2013 will be subject to the leave arrangements in this procedure.

The following programs are **not** included as part of the Study Assistance Program:

- Study undertaken as a request of their employment position with TransGrid such as apprentices, graduates, trainee engineering officers (trainee engineering officers – communications, trainee engineering officers – engineering) and managing director's scholarship.
- TransGrid **internally** supported programs (e.g. The Leadership Development Program, Certificate IV in Frontline Management and the Diploma of Management).

Offers of study assistance as part of a recruitment process or offer of employment, are not to be made or agreed unless endorsed and approved in line with delegation levels in this procedure. In this situation and for employees with employment of less than one year with TransGrid this is considered based on relevance to the role and attraction of high quality candidates.

4. Definitions

For the purpose of this procedure.

Block Release / Intensive Mode	Block release or Intensive mode allows students to attend classes in intensive blocks (usually minimum of 2 full day sessions) over a period, rather than regular weekly classes.
Course Fees	Also referred to as tuition fees. Costs incurred by fee paying students for specific units of study provided by a higher education institution. This includes tuition fees for residential or intensive courses. The fees do not include additional charges such as student union fees, charges for non academic services, parking expenses, residential accommodation, or charges for services incidental to studies.
Deferred loan	Applies to student loans such as HECs-HELP, FEE-HELP and VET-HELP where a student must reach an earning amount and must make payments when they reach that amount.
Distance Education	Distance education is a flexible mode of delivery, in which on-campus attendance is either not required or kept to a minimum. Students are provided with a range of comprehensive learning materials which may include study guides, readings, set exercises and references. Some distance education programs also integrate online learning into course delivery.



<p>HECS -HELP (Higher Education Contribution Scheme-Higher Education Learning Program)</p>	<p>A student deferred loan scheme available to eligible students enrolled in Commonwealth supported places. It covers all or part of the student contribution amount through a loan or upfront discounts. Before 2005, this was known as HECS.</p> <p>The Australian Government pays the loan directly to the higher education provider on the eligible student's behalf. The debt is recorded with the Tax Office using the eligible student's tax file number. When the eligible student's income reaches a threshold he/she must repay the loan.</p> <p>Students can access a discount on upfront payment of \$500 or more, if they're eligible and choose not to use a HECS-HELP loan.</p>
<p>FEE-HELP</p>	<p>A student deferred loan scheme available to eligible students enrolled in full fee paying (i.e. non-commonwealth supported places). It covers all or part of the tuition fees. The total amount of FEE-HELP a person can use is known as the "FEE-HELP limit".</p>
<p>SA-HELP (Student amenities Help)</p>	<p>This is a deferred loan available for eligible students to pay for all or part of their student services or amenities fee of the institution. The student services and amenities fee is a fee that universities and other approved higher education providers (providers) can charge for student services and amenities of a non-academic nature, such as sporting and recreational activities, employment and career advice, child care, financial advice and food services. Student can choose to defer all or part of their fee for the relevant year.</p> <p>If students use SA-HELP the amount will be added to their accumulated HELP debt. Students can take out a SA-HELP loan even if they do not wish to take out any other HELP loan.</p>
<p>VET-HELP</p>	<p>A student deferred loan scheme available to eligible students enrolled in full fee paying places in vet. It covers all or part of the tuition fees. The total amount of VET-HELP a person can use is known as the "VET-HELP limit".</p>
<p>Higher Education</p>	<p>Post secondary education conducted by approved higher education institutions that provide undergraduate and postgraduate certificates upon completion of a course. Higher education institutions include universities, registered non-self accrediting institutions, and a small number of self-accrediting higher education institutions.</p> <p>Certificates are listed in the Australian Qualifications Framework and include Diploma, advanced diploma, associate degree, bachelor degree, graduate diploma, graduate certificate, master degree and doctorate.</p>
<p>Non Compulsory</p>	<p>Any elements related to your course that you are not obliged to undertake.</p>
<p>Part time</p>	<p>Part time courses may be conducted during the evening or on weekends or undertaken through distance education. TransGrid recommends maximum of two subjects per semester.</p>
<p>Reimbursement</p>	<p>To pay back or compensate for money already spent. As an employee you can claim reimbursement after you have paid your Higher Education related expenses.</p>
<p>Residential School</p>	<p>Residential schools are set periods of time when students are required to attend their University or College campus and classes with other students. Attendance may be a requirement of a distance education program.</p>
<p>Registered Training Organisations(RTO)</p>	<p>Are training providers registered by Australian Skills Quality Authority (ASQA) or in some cases a state regulator to deliver vocational education and training (VET) services.</p>
<p>Vocational Education and Training (VET)</p>	<p>VET is the part of tertiary education and training that provides accredited training in job related and technical skills.</p> <p>Qualifications are listed in the Australian Qualifications Framework and include vocational graduate diploma, vocational graduate certificate, Advanced Diploma, Diploma, Certificate I, Certificate II, Certificate III and Certificate IV. It also has part qualifications or "skills sets".</p>
<p>Upfront Reimbursement</p>	<p>Reimbursement request before completion of subject, where results of previous subject are submitted. This is different to reimbursement (after course completion) where results for that subject are submitted at the time of requesting the reimbursement.</p>

5. Study Assistance Program

Employees may apply for study assistance for formal qualifications.

There is one online study assistance program form with four request types:

1. Study assistance program – initial application for study assistance
2. Study leave request – request per semester/term to apply for paid leave during work hours
3. Study reimbursement request – request per semester/term to apply for reimbursement of course fees and supported additional costs
4. Study reimbursement (after course completion) – request for remaining course fees two years after the date shown on the qualification

5.1. Study Assistance Program Application

Employees may apply for the study assistance program on a **quarterly** basis. Dates will be communicated to all employees via the Wire. Applications received outside of this period will be held until the next application period. This is to assist TransGrid in the fair application of budget and resources for study assistance.

TransGrid does not recommend a study workload greater than two subjects per semester.

The online **Study Assistance Program Application Form** must be completed and submitted with:

- **official acceptance** into the course of study by the institution or organisation.
- a **business case** (issue paper- memo format) outlining how the course is work related to current employment and assist the current and future plans of TransGrid

Supported employees shall agree to reasonable requests from TransGrid to move or participate in work projects or roles that would be expected from any employee with such qualifications.

The successful completion of a qualification does not necessarily entitle an employee to a higher rate of pay or classification for their position.

All employees **must** submit a copy of their qualification to People & Strategy group for recording in Ellipse when they receive their qualification. The date on the certificate is recorded in Ellipse.

Costs for graduates, trainee engineering officers (TEOs) – communications, trainee engineering officers (TEOs) – engineering, apprentices and MD scholars are the responsibility of the business unit in which they are placed for the duration of the subject.

5.1.1. Delegation/Application Approval

Applications for study assistance must be supported by the employees line manager (i.e., manager, team leader or where relevant group manager) and approved as per the Delegation/Application Approval levels table on the next page.

The following groups are variations to this process:

Apprentice and trainee engineering officers (TEOs)- communications study assistance applications are supported by the line manager then recommended by Training prior to approval according to the delegated application approval level.

Graduate and trainee engineering officers (TEO's)- engineering study assistance applications are endorsed by the Young Professional Committee prior to **approval** by the Executive People and Strategy Committee.

MD scholarship study assistance applications are approved by the MD.



Delegation Level	Accreditation Type	Employee Type
Line Manager - supports	All accreditation types	All employee types including Trainee Engineering Officer – Communications and apprentices. Graduates, MD scholars, Trainee Engineering Officer-Engineering go to People & Strategy
Regional Manager / General Manager - approves	TAFE courses: Vocational Grad. Diploma Vocational Grad. Certificate Advanced Diploma Diploma Certificate 1-IV Professional Certification	All employees requesting TAFE / Professional qualification. *See Training and People & Strategy delegation
Business Unit EGM	Undergraduate courses: Bachelors Degree Associate Degree Advanced Diploma Diploma	All employees requesting undergraduate qualification.
Executive People Strategy Committee	Postgraduate courses: Doctoral Degree Masters degree Graduate Diploma Graduate Certification	All employees requesting postgraduate qualification.
Training and Relevant Type Delegation	Any	Apprentices, Trainee Engineering Officer-Communications supported by Training who coordinate with relevant accreditation type delegation
Young Professional Committee and Executive People Strategy Committee	Any	Graduates, MD scholars, Trainee Engineering Officer-Engineering supported by Young Professional Committee and approved by EP&SC)

Table 1: Delegation/Application Approval Levels

5.1.2. Approval Considerations

In endorsing or approving study assistance, all applications are considered based on relevance to work related education criteria to employee: upgrading qualifications for your current employment – for example, upgrading from a Bachelor qualification to a Masters qualification.

- improving specific skills or knowledge used in your current employment

If any employee meets any one of the above criteria then further decision takes into account the:

- relevance of skill requirements to TransGrid as identified by the group, business unit or in the Organisational Workforce Plan.
- level of developmental support provided to an employee in the past, including whether they have already received financial assistance for a prior course. Where an employee has yet to receive assistance they may be provided with preference for approval.
- length of time the employee has been with TransGrid and their current role.
- availability of funding through training budgets in the employee's Business Unit. This will influence the provision and percentage of reimbursement/financial assistance

A course that may be approved for one applicant may not be approved for another applicant and will be based on TransGrid's priorities, an individual's performance and relevance to the individual's role and career development.

For advanced management degrees, such as MBAs, employees who have demonstrated a willingness to move into leadership roles through participation or identification on TransGrid's leadership, high potential or succession planning programs will be given preference for such study. In most cases, recommendation will be made towards the Graduate Certificate level in the first instance.

Study assistance for professional accreditation or certification, such as CPA, CA, CPEng, must be a requirement of the position or as directed by the manager.

5.1.3. Continuing Considerations

Where progression has not occurred, or the employee has failed more than two subjects consecutively or in the qualification, or performance is impacted, applications may be recalled.

People Strategy will review progress of applicants approved by the Executive People Strategy Committee, including graduates, trainee engineering officers – engineering, MD scholars,

Training will review progress of apprentice and trainee engineering officers - communications.

All other applications are managed within the business unit through the Performance Management Process.

The employees' manager must manage the study as part of the Performance Management Process. The manager must add the selected study as a component of the employee's **Development Plan** to record how undertaking the study will assist their development. Employees will be required to document how the study is progressing and note any benefits to TransGrid.

If approved participant moves to another work area they must notify their new manager they are on the program and any pending leave and costs.

5.2. Study Leave Request

Successful applicants may apply once per term/semester for paid study leave during work hours to:

- Attend mandatory/scheduled classes held **during work hours** and that are a component of the course:
 - Lectures or tutorials
 - Residential schools (for distance education courses) or block release/intensive mode courses
- Complete assignments or for purposes of study
- Attend and prepare for exams.

Paid study assistance leave is **not**:

- available for repeat subjects (including residential schools or block release) unless otherwise approved by the employees Manager.
- able to be accrued or banked for future semester. Leave only applies to that semester/term of study.
- granted where the required time or day off falls on an approved rostered day off or if during other approved leave periods. An RDO **cannot** be swapped for study leave.
- available for study leave outside work hours for scheduled classes, assignments or exams
- provided to travel to or from class

Paid leave is supported by a total cap of hours (credited hours) during work hours as shown in the table. Leave is up to the hours shown below and allocated in 6 month intervals i.e. January-June, July-December.

Details	Chartered status	TAFE	Under graduate	Post graduate Course work	Post graduate Thesis Masters	Post graduate Thesis Doctorate	Support Materials
Hours	Up to 21 hours / 6 month calendar year	Up to 42 hours / 6 month calendar year		Up to 175 hours (25 days) over the degree taken as block period(s)	Up to 315 hours (45 days) over the degree taken as block period(s)	Copy of - results and - invoices/ receipts	

Table 2: Total Cap of Hours per Accreditation Type

Leave **must** be approved in advance by the employee's manager to ensure the operational and business needs within the applicant's work area are met.

Any additional time required may be negotiated through an Individual Flexibility Arrangement (IFA), time in lieu or own leave. To assist with study commitments conditional on operational and business needs within the applicant's work area, employees are encouraged to use and managers are encouraged to grant approved flexible working arrangements using IFA's including planned days off or changes to working hours.

Employees apply for paid study leave using the online **Study Leave Request** application. Once approved, a bank of hours is entered into Ellipse. To draw on the bank of hours, the employee's manager must approve the leave request in Ellipse. Hours are cleared based on semester end date provided in the application.

The online Study Leave Request application must include all relevant documentation for managers to approve leave during standard working hours:

- Official timetable of scheduled classes – if requesting time to attend mandatory scheduled classes
- Official assessment requirements – if requesting time for assignments
- Official exam timetable – if requesting time for exams

Post graduate thesis masters and post graduate thesis doctorate may take paid leave either in a complete block or in blocks of 2 or more days. **Block periods** of study leave may be granted to employees undertaking higher degrees to assist in the completion of a thesis or a significant project or report. A significant project or report is one that is generally undertaken over more than one semester and is an integral part of the completion of the entire degree. It is not just a long essay or project for a single subject.

5.3. Study Reimbursement

5.3.1. Study Reimbursement Request

Study assistance applicants are required to pay all costs and request reimbursement from TransGrid.

Employees may be reimbursed for:

- Course fees for successfully completed subjects
- Additional costs:
 - Up to 2 Compulsory text books per semester
 - Course required software (excludes general software such as Word, Excel etc or software that is of assistance but not required)
 - Course required practical materials or tools for TAFE studies up to \$500.

Note: CPEng membership is paid while undertaking study. Once employee receives certification the membership fees are no longer paid as part of the study assistance program.

The employee will meet all other additional costs not outlined above. TransGrid will **not**:

- make payment for course fees and additional costs for subject/s that the employee needs to repeat due to failure, non-completion or withdrawal.
- reimburse any fees charged for University Admission Centre applications, late applications, late enrolment or late payment of fees.
- be liable for any administration costs, levies or amenities fees that are not a compulsory requirement of the course
- make any payments directly to the University or the ATO in the case of deferred payments.

If the employee chooses to take on a **deferred** option, TransGrid will not be liable for any administration costs, CPI increases or other charges applied to the debt. It is the employee's responsibility to ensure any reimbursement from TransGrid is paid to the Australian Taxation Office to offset any tax liability. The employee is to provide evidence to TransGrid they have paid the reimbursed amount to the ATO.

Applicants approved before August 2012 receive 100% reimbursement for all course fees per semester/term. Applicants approved after August 2012 are reimbursed 25% of course fees per semester/term. Reimbursement of approved course fees and costs for applicants approved after August 2012 below:

Details	Chartered status	TAFE	Under graduate	Post graduate Coursework	Post graduate Thesis Masters	Post graduate Thesis Doctorate	Frequency	Support Materials
Fees	100%	100%	75%	75%	75%	75%	Per semester	Copy of - results and - invoices/ receipts
Additional Costs	100%	100%	100%	100%	100%	100%		

Table 3: Reimbursement of Fees if Study Assistance Application Approved after August 2012.

To claim course fees and supported additional costs applicants are required to lodge an online **Study Reimbursement Request** application form. Prior to the application progressing to Payroll, the manager checks progress and approves using Ellipse. This request **must**:

- Include all relevant invoices or receipts for a semester or term on the same application, and within the financial year that the expense was incurred. Late claims may not be paid by TransGrid and will need to be approved by the Manager/People Strategy. In addition,
- **For upfront reimbursement** –request must be lodged within two months of when they paid their costs and include official transcript demonstrating successful completion of the previous subject(s)

- **For reimbursement (after subject completion)**- request must be lodged within two months after completed studies and include transcript demonstrating successful completion of current subject(s)

If there are concerns about the employees ability to complete the subject, payment may be withheld until evidence of passing is provided. This will be reviewed on an individual basis.

5.3.2. Course completion

Copy of completed qualifications must be sent to people@transgrid.com.au for saving in HP TRIM (MF1952) under the relevant qualification type and entered by relevant training coordinator in Ellipse on MSE76R – Employee Resource screen.

5.3.3. Study Reimbursement (After Course Completion)

Applicants approved after August 2012 are reimbursed 75% of course fees. Applicants may apply for reimbursement of remaining 25% where they remain a permanent employee of TransGrid two years after the completion of all course requirements. This is based on the date on the qualification certificate and not the date of graduation.

To receive reimbursement for the remaining 25% employees must submit an online **Study Reimbursement (After Course Completion)** application with a copy of their completed qualification and fee invoices.

It is the employees' responsibility to keep a copy of invoices.

Employees whose employment with TransGrid is terminated due to involuntary reasons (excluding dismissal for misconduct) may upon approval by their EGM have any outstanding amounts reimbursed at the date of termination.

6. Risks, Issues and Controls

This procedure is to manage the operational/compliance risk of TransGrid having suitably qualified employees to perform their duties and to ensure a pool of available people resources for projects as required.

7. Responsibility Accountability Consulted Informed (RACI) Matrix

Process owner: Manager/People Strategy	<ul style="list-style-type: none"> • Monitor and review program • Ensure relevant documents are available to required groups
ICT	<ul style="list-style-type: none"> • Inform process owner of form issues
Payroll	<ul style="list-style-type: none"> • Manage bank of leave hours in Ellipse • Process payments
Line Manager	<ul style="list-style-type: none"> • Decision to support study assistance program. That the course provides the applicant with the skills and knowledge to aid in their role at TransGrid • Manage study assistance in PMP online • Manage study leave through Ellipse
Submitter	<ul style="list-style-type: none"> • Record study assistance and any benefit to TransGrid in PMP online
RM/GM, EGM,	<ul style="list-style-type: none"> • Confirm funding is available with local manager and business unit has delegated

EPSC	<p>approval for the total amount.</p> <ul style="list-style-type: none"> • Decision to approve study assistance program and relevance to TransGrid
Training	<ul style="list-style-type: none"> • Decision about additional workload
Young Professional Committee	<ul style="list-style-type: none"> • Decision to support study assistance program for those considered young professionals.

8. Implementation

Support documents are provided on the Wire including:

- Study assistance procedure
- Frequently Asked Questions – FAQs
- Business Case (Issue paper – memo format) - template

9. Monitoring and review

This procedure will be reviewed every 2 years.

Technical issues with the online form and online process will be managed by calls to the service centre. Any required changes to the online form will be directed to the process owner.

Bank of study leave hours in Ellipse will be managed by Study Leave hours report.

Compliance with online component will be reflected by accurate completion of forms, including mandatory forms.

Controls are to monitor the study assistance program against the workforce plan to identify relevance of qualifications to organisation annually.

People Strategy have an annual review of the study assistance program to ensure the process and application assist employee development and are aligned to the organisational objectives and future direction.

10. Change history

Revision no	Approved by	Amendment
2	Monica Lonergan Manager/People Strategy	<ul style="list-style-type: none"> • New procedure introducing changes to application process and reimbursement • Revision of leave entitlements • Study Assistance linked to employee development plans • Clarification on the application of maximum approved hours
3	M Gatt EGM/ People & Corporate Services	Revision of leave entitlements Integration of leave entitlements and Ellipse systems Integration of online forms Procedure updated in new format

11. References

Employee Performance Management Procedure

12. Attachments

Attachment 1 – Study Assistance Program Summary table

Attachment 2 – Study Assistance Program Application Workflow

Attachment 3 – Study Leave Request

Attachment 4 – Study Reimbursement Request

Attachment 5 – Study Reimbursement Request (After course completion)

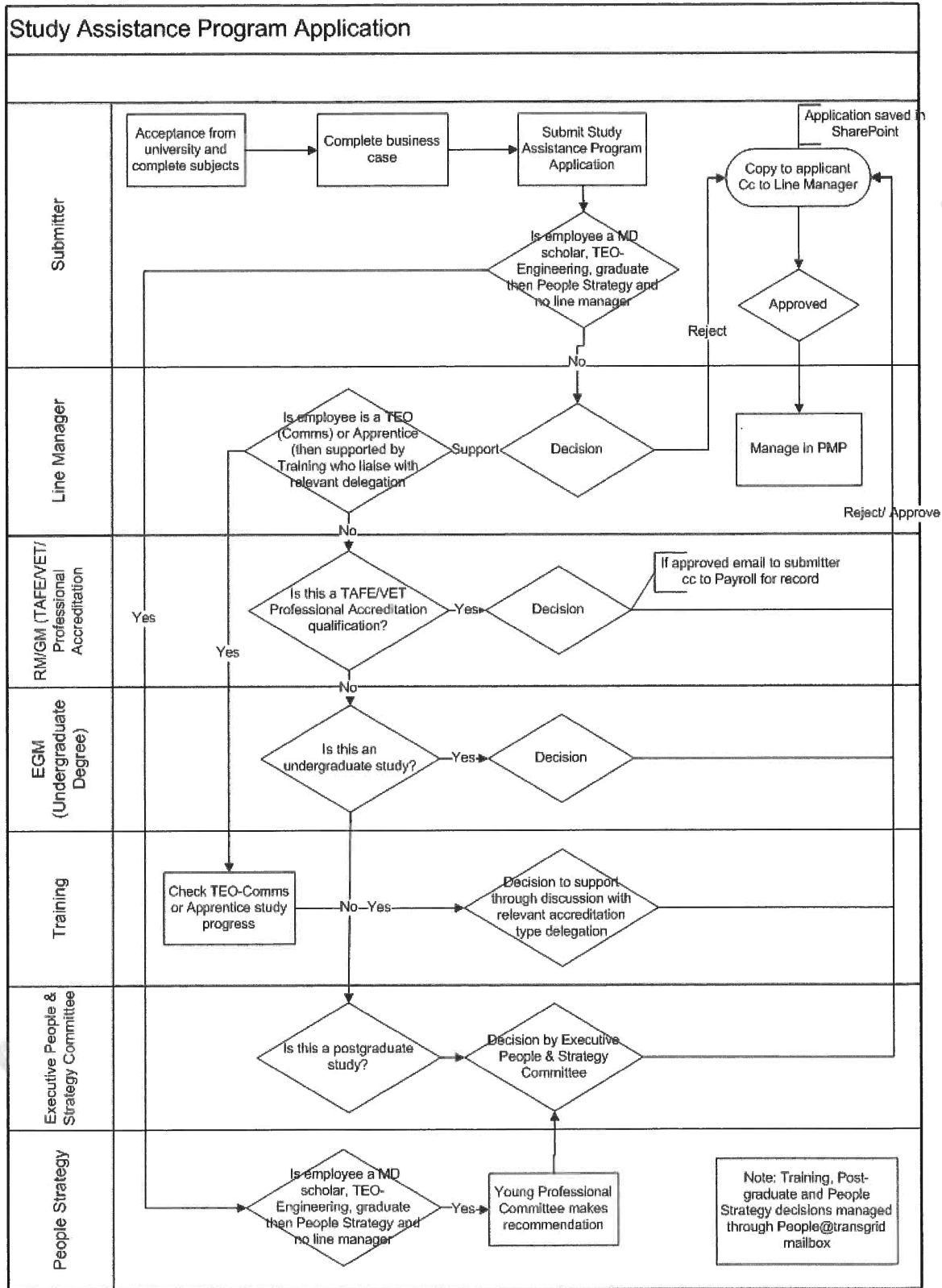


Attachment 1 – Study Assistance Program Summary Table

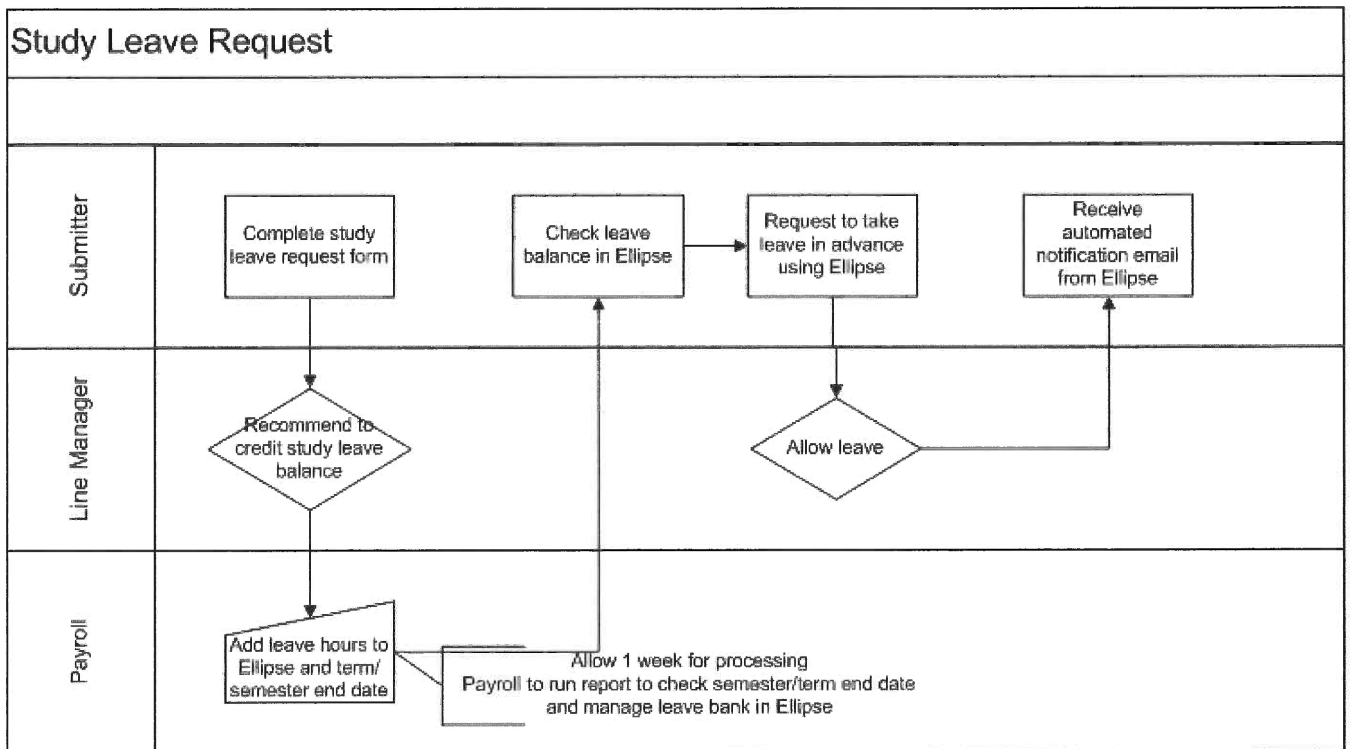
Study Assistance Program	Dates	Details	Short Courses	Professional Certification (e.g. CPA, CA, CPEng)	TAFE (External to TransGrid)	Under graduate Degree	Post Graduate Course Work	Post graduate Degree Thesis Masters	Post graduate Degree Thesis Doctorate	Required Support materials
Study Assistance Program	Applications received quarterly	Approved by	Not applicable	RM, GM	RM, GM	EGM	EPSC	EPSC	EPSC	Official acceptance into the course by institution or organisation Business Case
	Applications close 28 Feb or 30 June	Total bank of hours for: Exams Scheduled classes Assignments Residential schools Block release/Intensive		Up to 21 hours / 6 month calendar year	Up to 42 hours / 6 month calendar year	Up to 42 hours / 6 month calendar year				Up to 42 hours / 6 month calendar year
Reimbursement	Fees must be lodged within financial year expense was incurred	Application approved before Aug. 2012	100% per term	100% per semester	100% per semester	75% per semester	Copy of subject results Copy of invoices /receipts			
		Application approved after Aug. 2012	100% per semester	100% per semester	100% per semester	Up to 2 compulsory textbooks per semester, course related software, course practical materials or tools for TAFE				
		Additional Requirements								
(After Reimbursement Completion)	2 years after date on completed qualification	If study assistance program application approved after August 2012	n/a	n/a	n/a	25% a) Submit qualification for entry into Ellipse once received b) Apply for reimbursement 2 years after date on submitted qualification	Copy of qualification Copy of invoices /receipts			

Table 4: Study Assistance Program Delegation, Leave and Reimbursement Summary

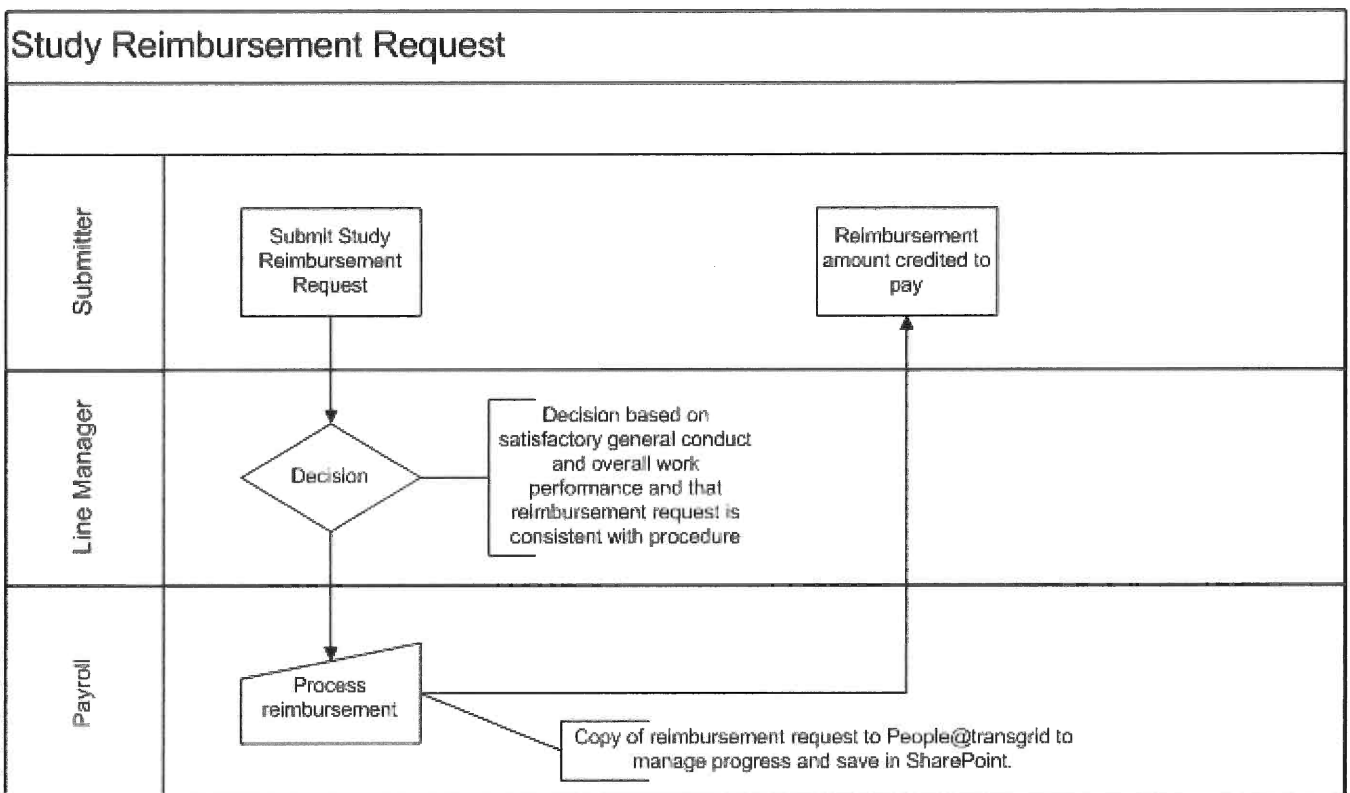
Attachment 2 – Study Assistance Program Application Workflow



Attachment 3 – Study Leave Request Workflow

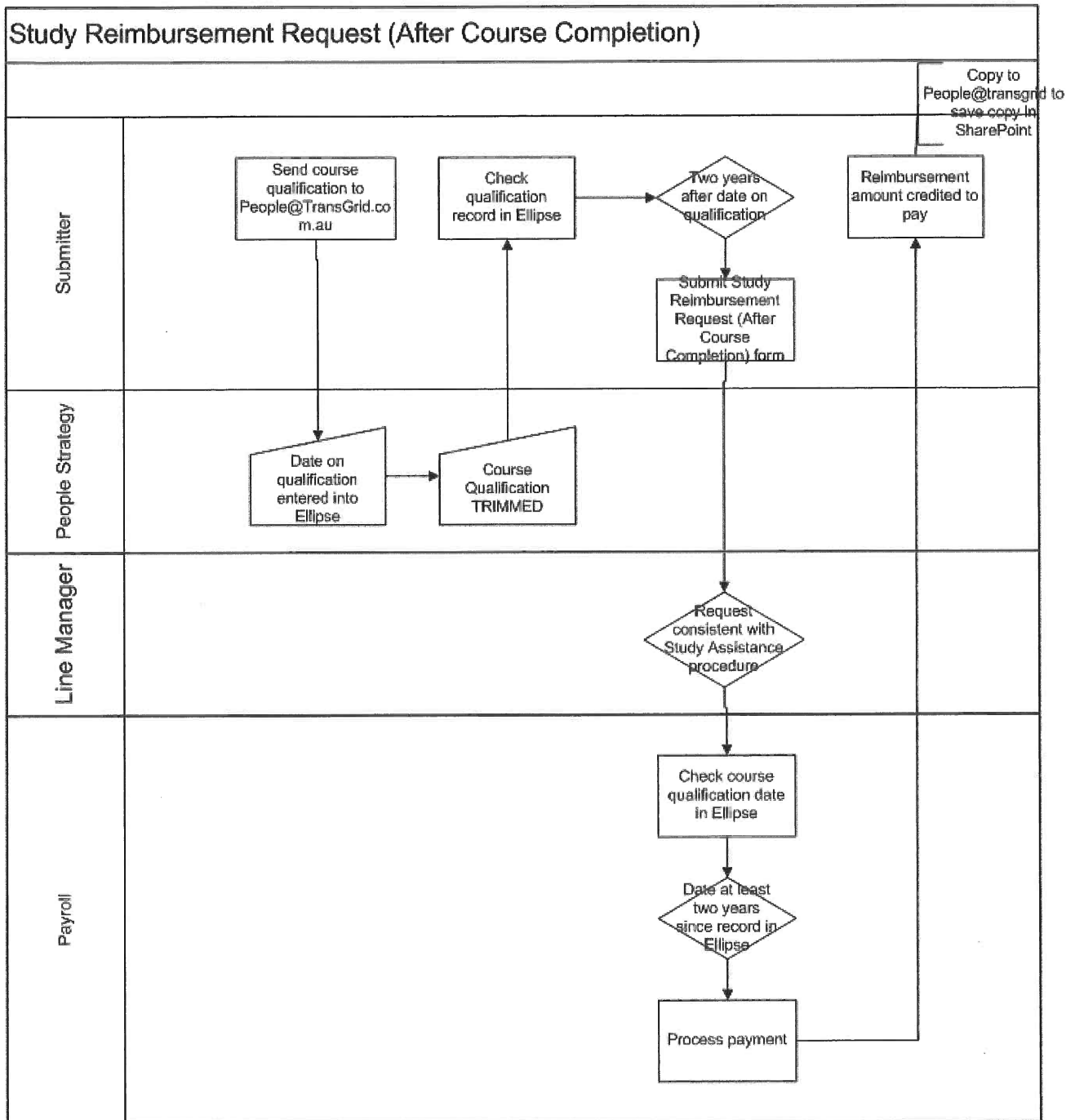


Attachment 4 – Study Reimbursement Request Workflow





Attachment 5 – Study Reimbursement Request (After Course Completion) Workflow



2022 Learning Calendar



March

April

May

June

- 24th: **Recruitment & Selection** | WebEx
- 11th: **Inspire 4: Leading through Change** | WebEx
- 6th - 7th: **Leading for Performance 1** | Sydney
- 20th: **Performance Reviews & Goals Setting in HRIS for Managers** | WebEx
- 22nd: **Inspire 1: Performance & Development** | WebEx
- 27th: **Inspire 2: Motivation & Recognition** | WebEx
- 3rd & 4th: **Leading for Performance 2** | Sydney
- 10th: **Inspire 1: Performance & Development** | WebEx
- 11th: **Induction Day for Managers + Heads Up** | Wallgrove
- 24th: **Inspire 3: Improved Performance** | WebEx
- 25th: **Performance Reviews & Goals Setting in HRIS for Managers** | WebEx
- 26th & 27th: **Leading for Performance 3** | Sydney
- 11th: **Inspire 4: Leading through Change** | WebEx
- 5th: **Induction Day** | Sydney
- 14th: **GridTalk** | WebEx
- 19th & 26th: **Facilitation Skills** | Sydney
- 21st: **Performance & Goal Management in HRIS for All Staff** | WebEx
- 28th & 29th: General Conditions of Contract **Day 1** and **Day 2** | Wallgrove
- 9th & 15th: **Smart Work** | WebEx
- 16th: **GridTalk** | WebEx
- 25th: **Dealing with Challenging Situations** | WebEx
- 29th: **Finance for Non-Finance Managers** | WebEx
- TBC: **Heads Up** | TBC
- TBC: **Heads Up** | TBC
- 4th: **Excel Intermediate** | WebEx
- 6th & 13th: **Smart Work** | WebEx
- 12th: **Performance & Goal Management in HRIS for All Staff** | WebEx
- 17th: **Induction Day** | Sydney
- 18th: **Resilience & Performance Under Pressure** | WebEx
- 19th: **Influencing & Negotiation Skills** | Wallgrove
- TBC: **GridTalk** | WebEx
- 22nd: **Inspire 5: Coaching** | Wallgrove
- TBC: **Heads Up** | TBC
- 15th: **Advanced Board Paper Writing** | WebEx
- 23rd: **Dealing with Challenging Situations** | Wallgrove
- 28th: **Induction Day** | Sydney
- TBC: **GridTalk** | WebEx

Leaders

All Staff