



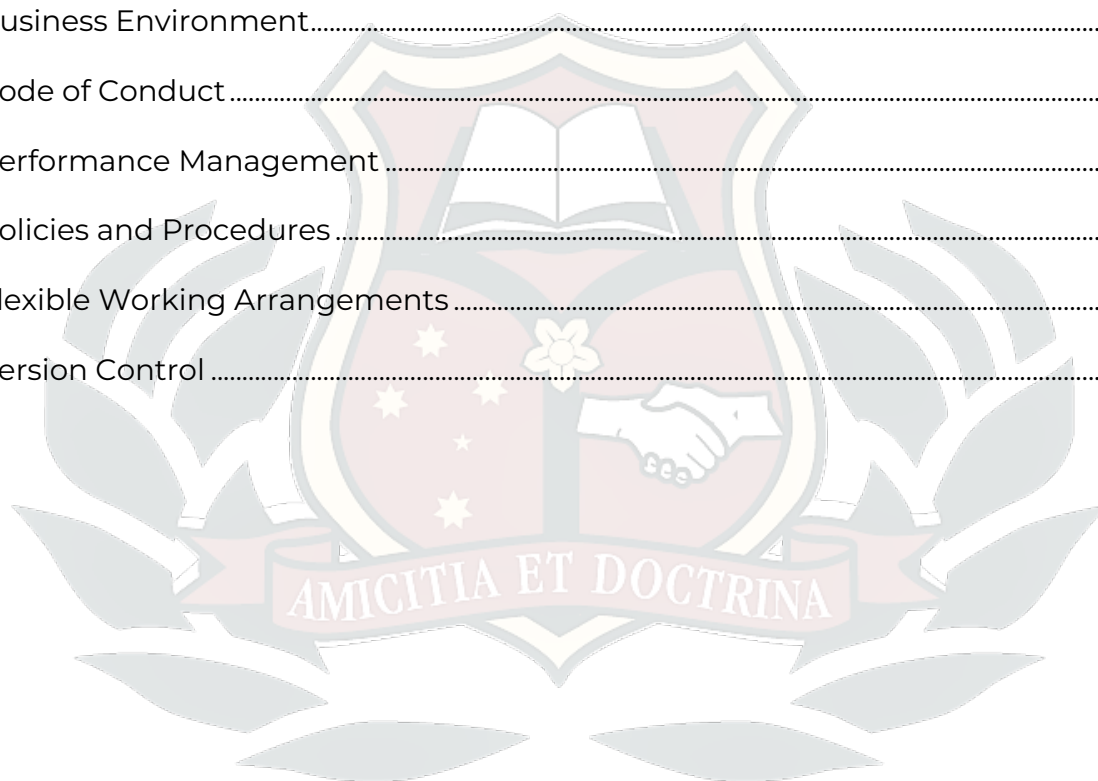
SHAFSTON
www.shafston.edu

STAFF HANDBOOK



Contents

Staff Handbook.....	1
Welcome	2
Page 1 Introduction	3
Our Vision, Mission, and Values.....	4
Correspondence.....	6
Your Employment.....	10
Business Environment.....	20
Code of Conduct	23
Performance Management	30
Policies and Procedures	31
Flexible Working Arrangements.....	34
Version Control	35



Welcome

Congratulations on your appointment and welcome to the team at Shafston International College! As a member of English Australia and a Registered Training Organisation we take pride in offering top-notch English language programs to international students and vocational courses to both domestic and international students. At Shafston, our commitment to excellence shines through in our respectful workplace culture, emphasis on teamwork, passion for education, and unwavering dedication to providing exceptional student-centered service. We're delighted to have you with us and look forward to achieving great things together!

The purpose of this Staff Handbook is to introduce you to Shafston International College, to give you some information about our history, our company culture and what we do. You will also find information about your terms and conditions and employment, our expectations around your behavior and our policies and procedures. This handbook should be read in conjunction with your Employment Agreement.

This handbook is by no means an exhaustive guide to your employment with us. It has been developed as a resource and reference for you. The policies within this handbook are easily listed and easily accessed via the contents page. This Manual will be updated as required as our business evolves and grows. You will be notified of any changes as they occur. If you have any questions about the content, please do not hesitate to contact our HR, Yilia Zhang at yilia.zhang@shafston.edu.

Introduction

Shafston's Kangaroo Point Campus opened in April 1996, and our Southport Gold Coast Campus opened in November 2009. The College is proud of its beautiful campuses and the programs on offer to domestic and international students.

Shafston Mission Statement (1996):

'Shafston International College is dedicated to providing academic, cultural and social activities which encourage individual growth and cultural awareness in men and women from all nations in order to foster international understanding.'

When you begin your employment at Shafston, you become a valued member of our professional Shafston team. We are an organisation which strives to foster a culture of continuous improvement.



Our Vision, Mission, and Values

Our Vision:

Shafston International College is dedicated to providing academic, cultural and social activities which encourage individual growth and cultural awareness in men and women from all nations in order to foster international understanding and cooperation.

Our Mission:

Our aim is to:

- Provide high-quality English Language Learning and Vocational Education Training programs for domestic and international students.
- Provide students and staff with real life skills, experience and outcomes.
- Provide comprehensive training solutions to students and staff.
- Address skills shortage in various areas of Australian industries.
- Enrich learning experience through collaboration with the wider community, diverse employers, education agents and other business partners.
- Ensure sustainability and preparedness in a world of continuous change.

Our Values:

To achieve its strategic goals, the College promotes a safe, nurturing and engaging learning environment in which communities of students, staff and business partners live and learn together guided by the following organisational values:

Sensitivity: We value and embrace the diversity within our student and staff communities, recognising the richness brought by various backgrounds. Everyone is encouraged to participate and share their perspectives in a respectful environment.

Honor and Respect: We honour and respect the experiences and contributions of all individuals, regardless of their position. Open dialogue is encouraged, and opinions are welcomed without fear of retaliation.

Accountability: We uphold the principles of honesty and integrity in all our actions, aligning with community values and best practices. We fulfill our responsibilities with diligence, maintaining high standards to create a positive and productive environment for learning and work.

Fairness: We promote equality in recruitment and workplace culture, fostering cohesion among diverse teams. Cultural differences are celebrated, enriching both our workplace and learning environments.

Steadfast Dedication: We are committed to our organisation's goals and values, prioritising professionalism, continuous improvement, and customer satisfaction. We set ambitious goals and pursue excellence in all aspects of our work, combining creativity and teamwork to achieve outstanding results.

Transparency: We foster open communication and accountability, ensuring that relevant information is shared efficiently across all levels of the organisation. We pride ourselves on having built a culture of trust in the workplace.

Open-mindedness: We approach challenges with open minds, valuing diverse perspectives and fostering an environment where creativity and innovation thrive. We embrace new ideas and viewpoints to drive positive change and growth within our organisation.

Nurturing Growth: We are committed to nurturing the growth and development of our students, staff, and partners. We provide opportunities for learning, skill-building, and personal advancement, empowering individuals to reach their full potential and contribute meaningfully to our collective success.



Correspondence

IT Platforms

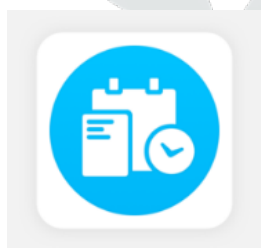
Shafston International College integrates numerous IT systems to facilitate college operations. These include the following:

1. Email – Microsoft Office 365 Mail (Browser access encouraged)
2. Internal Communication – Microsoft Office 365 Email and Teams
3. General Collaboration Site – Microsoft Office 365 Sharepoint
4. Documentation Archive – Microsoft Office 365 Sharepoint Drive
5. Learning Management System – aXcelerate, the Hub
6. Student Management System – aXcelerate, the Hub
7. Agent Management Portal – Shafston website
8. Payroll, Timesheet and Leave Application – XERO

Payroll and Timesheets - Xero

You will be invited to XERO Me on commencement at Shafston. Your invitation will be sent to your personal email.

What can you do with XERO Me?



- Your Pay
- Payslips
- Leave Application
- Leave Balance
- Timesheets *non-fixed rate*

Microsoft Office 365 Email

Shafston uses Microsoft Office 365 Email for most official internal communications and all official external communications. You are expected to view and respond to email communications in a timely manner.

Microsoft Office 365 Email – Disclaimer function

We have implemented a disclaimer that will be automatically inserted at the top of all email messages that are sent to you from external sources (outside of the shafston.edu domain). All Shafston Staff Members will ONLY communicate via email with an official @shafston.edu email address. Any unexpected emails from external sources should be treated with caution.

The disclaimer looks like the following:

[External Email Alert] This email was sent from outside the organisation – be cautious, particularly with links and attachments or anybody claiming to be a Shafston staff member. Members of Shafston's staff will **ONLY** contact you by email using an official @shafston.edu email address.

Page | 7

Staff Contacts

All staffs should keep staff contacts private and **mobile phone contacts should be made under unavoidable/urgent circumstances only**. In usual context, all staffs should be contacted through Shafston email and Teams.

PEO		+61 438 888 001
College Emergency Contact	Peter Wei	Peter.wei@shafston.edu
General Manager	Iris Tsai	+61 425336858 iris.tsai@shafston.edu
VET and Student Support Manager	Austin Huang	+61 450 500 443 austin.huang@shafston.edu
ELICOS Manager	Erin Aksakal	+61 423 593 415 erin.aksakal@shafston.edu
Head of Global Engagement	Nelson Ferrett	+61 435218287 nelson.ferrett@shafston.edu
Marketing and Product Manager	Damon Ding	Damon.ding@shafston.edu
Study Tour Manager	Emma Xu	+61 404 294 789 Emma.xu@shafston.edu
Student Arrival Manager	Mia Wu	+61 415 749 903 Mia.wu@shafston.edu
Overseas Administration Office Manager(China Office)	Mei Feng	Mei.feng@shafston.edu
Facility Manager	Andy Chen	+61 405 286 083 Andy.chen@shafston.edu
IT Manager	Todd Austin	Todd.austin@shafston.edu
Administrative Team Leader (HR Admin, Contract and Finance)	Yilia Zhang	Yilia.zhang@shafston.edu
Global Engagement Coordinator - LATAM and Europe	Maria Russy	+61 426 280 060 Maria.russy@shafstotn.edu

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Shafston Staff Handbook

Version 2.0

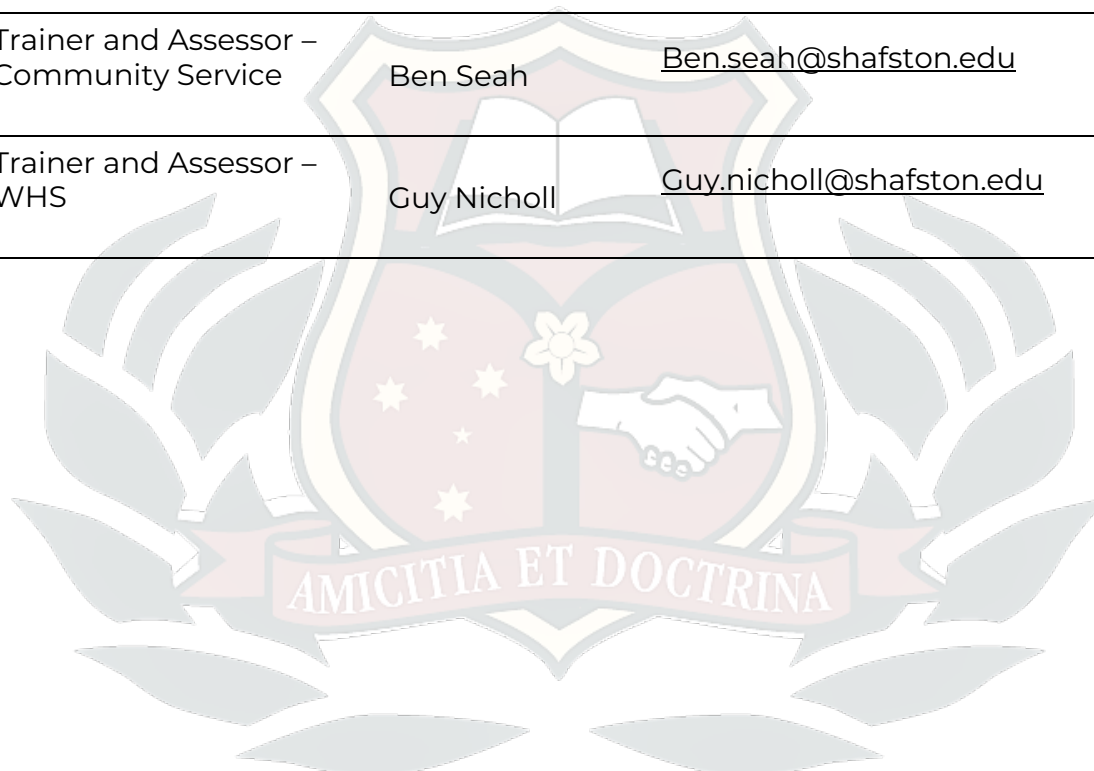
Shafston International College, 46 Thorn Street, Kangaroo Point, 4169 | www.shafston.edu | (07) 3249 4111

Last review and update

September 2024

Global Engagement Coordinator – Japan / Student Service Officer - GC campus	Chihomi Ota	Chihomi.ota@shafston.edu
Global Engagement Coordinator – China and Vietnam	Tiya Li	+61 423196321 Tiya.li@shafston.edu
Student Arrival and Student Service Officer – BNE campus	Nonoka Sawada	Nonoka.sawada@shafston.edu
Student Support and Homestay Recruitment Officer	Ruchika Dave	Ruchika.dave@shafston.edu
Study Tour Japanese Network Manager	Tomoe Yamada	+61 478 555 181 Tomoe.yamada@shafston.edu
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Study Tour Officer	Terry Huang	Terry.huang@shafston.edu
Multimedia Specialist	Yidan Qin	Yidan.qin@shafston.edu
Marketing and Product Officer / Study Tour Officer	Vincent Liu	Vincent.liu@shafston.edu
Finance Officer (China office)	Morry Luo	Morry.luo@shafston.edu
Student Arrival and Study Tour Officer (China Office)	Daisy Ruan	Daisy.ruan@shafston.edu
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ELICOS Teacher (Part- Time)	Edward Shelton	Edward.shelton@shafston.edu
Trainer and Assessor – Business	Talaivosa Mailau	Talaivosa.mailau@shafston.edu

Trainer and Assessor – ECEC	Lena Law	Lena.law@shafston.edu
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Trainer and Assessor – IT	Pelin Tatlidil	Pelin.tatlidil@shafston.edu
Trainer and Assessor – Health	Ram Acharya	Ram.acharya@shafston.edu
Trainer and Assessor – Community Service	Ben Seah	Ben.seah@shafston.edu
Trainer and Assessor – WHS	Guy Nicholl	Guy.nicholl@shafston.edu



Your Employment

Your employment with Shafston International College is essentially governed by your Employment Contract, in conjunction with this Handbook. The following sections provide general information regarding your pay, conditions, and our expectations of you.

Staff Records - Personal details

If you are employed by Shafston International College on a fulltime, part-time or casual basis you will receive an employment contract and need to complete and sign a Letter of Offer, a 'Staff Personal Details form' as well as other employment forms, such as Tax declaration. These are to be returned as soon as possible to avoid delays in payment.

For VET Trainers / Assessors, along with the above, you are required to provide details of the following:

- Certificate IV Training and Assessment qualification;
- Any relevant vocational qualifications; and
- Any licence and other certificates (e.g. working with children, high risk licences etc.).

For ELICOS Trainers, along with the above, you are required to provide details of the following:

- Your TESOL qualification
- Any relevant vocational qualifications; and
- Any licence and other certificates (eg working with children, high risk licences etc.).

It is important that Shafston has the most up-to-date personal details of all staff. If there are any changes in your circumstances and personal details, please advise your manager.

Employment Criteria

Shafston International College sets its own criteria for qualifications and experience required to progress to each pay point. The criteria are reflected by the Shafston staff level which commences at Level 1 and progresses to a maximum of Level 12. Shafston staff level applies to all (1) General Staff, (2) Teachers employed in English language colleges or in TESOL courses, and (3) Teachers other than TESOL teachers.

Payroll

Your pay cycle is fortnightly. Shafston's pay cycle runs from Monday to Friday over a two-week period and pay is processed on Thursday, fortnightly. Depending on the bank, some people may be able to access their pay on the day payroll is processed. Pay will be automatically deposited electronically according to the bank account details provided to Shafston International College. Taxation payments are automatically deducted from your salary. Superannuation payments are paid into your nominated fund. Details of your payroll will be filed to the ATO through STP and your income statement for each financial year will be made available on MyGov.

Changing Pay Details

Please advise the HR Officer and Contract Administrator – Yilia Zhang via email should you wish to change any pay details. Please ensure you notify us prior to the date on which you wish for the change to become effective. All requests for changes should be made via email.

Hours of Work

Office hours are generally between 8am to 6pm Monday to Friday. Your hours of work will depend on role needs and the requirements of the work you are assigned.

At Shafston, we understand each staff member comes from a unique background and thus individuals may require flexible work arrangement. Remote work arrangement request should be communicated to your supervisor when needed. For teaching staff, the student learning experience should be prioritised when it comes to any modification of work hours. Shafston International College adopts a common-sense approach to managing work hours.

It is appreciated when employees consider the work of other employees or stakeholders when requesting to work from home. All employees should endeavour to inform lateral colleagues through Teams. Shafston Common calendar is provided as a platform for all employees to be on top of company events and employee availability.

For all Full-Time Employees

- The total working hours for full-time employees are 38 hours per week, typically spread over five days, amounting to 7.6 hours per day.
- The earliest start time is 8 AM, and the latest is 10 AM. An employee's start and finish times should align with the expectations of their team manager to ensure smooth operations, considering the varying purposes and requirements of each team.

Please refer to the following working timetable:

Option	Start	End
One	8:00 a.m.	16:00 p.m.
Two	8:30 a.m.	16:30 p.m.
Three	9:00 a.m.	17:00 p.m.
Four	9.30 a.m.	17.30 p.m.
Five	10.00 a.m.	18.00 p.m.

Timesheet

Staffs who work on an hourly basis should report their timesheet through XERO Me by 3p.m. on the day each fortnightly pay cycle ends. As the pay day falls on a Thursday, timesheets should be sent for approval by 3p.m. on a Wednesday. The absence of a timesheet request after 3p.m. on the day when each fortnightly pay cycle ends will lead to auto assumption of no hours worked, unless changes/exemptions have been communicated earlier.

Permanent employees are not required to submit a timesheet.

To find out how to submit a timesheet:

1. <https://central.xero.com/s/article/Add-or-edit-your-own-timesheet#Web>
2. XERO timesheet instructions documents – Yilia will send to you before your first day

Overtime and Additional Hours

Overtime work is defined as any hours worked by an employee that exceed their standard or contracted working hours. This typically refers to time worked beyond the regular work schedule, as outlined in the employee's contract.

Shafston International Pty Ltd strictly adheres to the post-secondary Educational Award (2020). Please refer to clause 2.4 (b) and 2.6 (a) of your employment agreement with Shafston.

- **2.4. Hours of Work**
(b) The Employee is expected to work reasonable additional hours to meet the requirements and responsibilities of the Position and to complete the Duties.
- **2.6. Duties and responsibilities of Employee**
(a) The Employee must:

- ii. carry out the Duties and be required to undertake reasonable additional hours to complete the Duties;
- iv. comply with all legal, statutory or other requirements pertaining to the Position of the Employee and the Duties of the Employee;

Overtime is subject to specific approval procedures. See below detailed information.

Overtime Request Procedure

Please review the following guidelines regarding overtime:

1. Pre-approval Requirement:

- Overtime work requires prior approval from the General Manager, and any unapproved overtime will not be recognized or compensated.
- The General Manager will request the employee to provide a reason for the overtime request. Once approved, written confirmation of this approval must be received.

2. Time-in-Lieu Policy:

- Approved overtime hours will generally be recognised as annual leave hours.
- To utilise Time-in-Lieu, please follow the procedure for **Applying for Annual Leave**.

3. Work-Life Balance:

- At Shafston International College, we prioritise the mental and physical well-being of our staff. We discourage unnecessary overtime and encourage everyone to manage their workload effectively to complete tasks within regular working hours. However, we understand that peak periods may require additional hours, and in such cases, we adopt a flexible approach and seek mutual understanding.

Note: When the General Manager is on leave or unavailable, urgent requests can be made directly to HR.

Late Arrival and Early Dismissal Policy

Any late arrival or early dismissal due to illness, injury, or other reasons must be reported to your direct manager as soon as practicable, ideally before your scheduled start time. If you are unable to do this personally, please arrange for

someone to call on your behalf. Approval from your direct manager is required. Following this, you must submit a leave request through XERO.

Whenever possible, please schedule dental, medical, business, or other appointments outside of your regular working hours. It is essential to be prepared to start work at your designated time, as both your colleagues and the business rely on your contributions.

If you encounter any urgent issues, please follow the approved procedure to request a late arrival or early dismissal. Additionally, if you begin work later than your usual start time or if your total working hours for the day are less than 7.6 hours, you must submit a leave application via XERO, either using annual leave or unpaid leave to cover the missed hours.

Procedure:

1. Seek Approval:

- Notify your direct manager immediately and allow sufficient time to receive a response.
- If your manager is unavailable, please contact HR instead.

2. Business Impact:

- If your absence affects business operations and/or students' learning, a warning letter may be issued.

Thank you for your attention to this policy, which helps ensure a smooth and efficient working environment.

Work From Home (WFH) Policy

For any WFH requests, please adhere to the following procedures:

- **Limited Encouragement:** Shafston does not encourage WFH, regardless of the nature of your role.

- **Advance Notice:** WFH requests must be submitted in writing to the Operations Manager at least three days in advance, including a detailed explanation.
- **Approval Process:** Once approved by the Operations Manager, an email will be sent to HR and the direct manager for record-keeping.
- **Announcement:** The direct manager will announce the WFH arrangement in Teams on the day the staff member is working from home.
- **Illness Policy:** Please note that illness cannot be used as a reason to request WFH. If you are unwell, please take a leave of absence and rest.
- **Approval Criteria:** Approval will depend on the reason for your WFH request and the nature of your role. The final decision will be made by the Operations Manager.

Note: When the General Manager is on leave or unavailable, urgent requests can be made directly to HR.

Leave Policy and Procedure

All permanent employees are entitled to annual leave and sick leave, accrued based on their contracted hours per service year.

When staff accumulate 152 hours (equivalent to 4 weeks of leave), they must take a minimum of 38 hours (5 working days), particularly during non-peak seasons. Once an employee reaches the 4-week accumulation threshold, HR will notify the employee's direct manager, who will then instruct the employee to take one week off within a suitable timeframe, especially during non-peak seasons. This procedure aims to prevent burnout and promote a healthy work-life balance. All procedures for requesting and approving leave must be strictly followed.

Shafston's Peak Season

Due to Shafston's peak and low seasons, influenced by the intake of Study Tours and YLC, staff are encouraged to take their leave during low seasons, specifically from April to June, and from September to December.

Applying for Annual Leave

Employees wishing to take annual leave must follow the procedures outlined below:

1. Submit a Leave Request:

- Email your leave request to both the General Manager and your direct manager.
- Provide a minimum of two weeks' notice.

2. Await Approval and Arrange Task Assignments:

- Approval from the General Manager is required.
- Once approved, the General Manager will forward the approval email to HR to confirm your leave.
- Coordinate with your direct manager to ensure tasks are assigned to appropriate staff while you are on leave.

3. XERO Me Submission:

- Submit your leave request through XERO Me prior to the pay date of your approved annual leave.
- Please note that failure to submit your leave in XERO Me will result in leave without pay.

4. Responsibility:

- HR will not follow up on your submission; it is your responsibility to ensure all steps are completed.

5. Annual Leave Announcement:

- The direct manager is responsible for announcing your leave dates to the team via TEAMS. This ensures all employees are informed about availability and company events.

Note: When the General Manager is on leave or unavailable, urgent requests can be made directly to HR.

Applying for Sick Leave

Employees wishing to take sick leave must follow these procedures:

1. Inform Your Direct Manager:

- Notify your direct manager on the day you intend to take sick leave via phone, text, or email.

2. Approval from Direct Manager:

- Your direct manager is authorised to approve your sick leave immediately.
- The direct manager must send you a reminder email about the requirement to obtain a medical certificate upon your return to work. Please ensure the General Manager and HR are copied on this email as a notification.

3. Sick Leave Announcement:

- The direct manager is responsible for announcing your leave dates to the team via TEAMS. This ensures all employees are informed about staff availability.

4. Medical Certificate Submission:

- Submit a medical certificate to HR upon your return to work. The certificate should clearly indicate the dates covered by your absence.
- You must also submit your sick leave hours through XERO Me on the same day you submit your medical certificate to HR and prior to your approved sick leave.
- Please note that a medical certificate cannot be provided after the pay date.

5. Insufficient Sick Leave:

- If your sick leave balance is insufficient to cover your absence, you may request to use annual leave or take unpaid leave.

6. Responsibility:

- It is important to note that HR will not follow up on your submission; it is the employee's responsibility to ensure all steps are completed.

Note: When the General Manager is on leave or unavailable, urgent requests can be made directly to HR.

Unapproved leave:

Unapproved absences will be considered unpaid leave. Failure to follow the leave request procedures may result in unapproved absences being treated as unpaid leave. Additionally, a written warning will be issued to employees who have unapproved absences.

Reimbursement of Expenses

Shafston International College will reimburse employees for pre-approved expenses properly incurred by employees in the reasonable performance of their duties. Reimbursement will be subject to the provision of receipts or other evidence of payment and of the purpose of each expense in a form reasonably required by Shafston International College. Employees will also be required to submit expense claim through XERO Expense only after they are invited to by the HR Officer.

Travel

Reasonable travelling expenses, where incurred in the performance of an employee's duties, will be reimbursed, provided that all claims have been communicated and pre-approved by your manager, and are supported with the necessary substantiating documentation. The payment of expenses is always subject to the prior authorisation of, and at the discretion of, management. Employees should arrange travel and accommodation through the Shafston International College preferred travel supplier prior to departure. Generally, air travel will be by economy class, with a carrier chosen by the Shafston International College.

Work travel expense is calculated using the Cents per kilometre method if you are using your personal vehicle for work purpose. Current ATO rate is 85 cents per km for 2023–24 and 2024–25, this will be reviewed regularly according to ATO.

Workplace-related Purchase

A purchase order is to be sent via email to your direct Manager for approval, with sufficient details of the purchase enclosed. Approval/denial from the department will be returned by email. If approved, please submit order form and the Finance team will arrange for the purchase to be processed. It is the

responsibility of the staff member who raised the purchase order to follow up with the process. Please via the following link to submit your order request.
<https://shafston.edu/shafston-staff-order-request/>
Password: Shafston46!



- Work-related mileage claim
- Work-related expense claim



Business Environment

Work Areas

Page | 20

As many employees may work together in an open-plan area, it is important that your workstation and or desk remains clean and tidy and free of boxes, paper and magazines. Our expectation is that your workstation will be cleared and tidied at the end of every day. Any items that require storage should be put away, hard copy paper files should be kept to a minimum, with soft copies of files stored on the relevant shared drive electronically. Laptops should not be left on desks overnight unless you have your own lockable office.

Security

Entry to the Shafston International College premises during and / or outside of normal business hours will be by way of keys/security pass.

Access Hours:

- UniLodge Entrance: 8.30a.m.
- Shafston Mansion Entrance: 7.00a.m.
- Gate at 46 Thorn St.: 7.00a.m.

When applicable, you will be given with keys/security pass. An 'Asset Responsibility Form' will require your signature upon the collection and return of the assigned keys/security pass. It is the responsibility of every Shafston International College employee to ensure that this key/security pass is kept in safe custody. It must be returned on demand. If building access devices are lost or misplaced, you must notify the Administrative Manager immediately so that they can be cancelled. Employees must ensure that office doors are locked when vacant as the occupancy of the Shafston Mansion from the Ground Floor to Level 3 is non-exclusive and is accessible by other parties besides the College's staffs and students. Employees must ensure that all confidential/sensitive documents are locked away at night. Staff should make sure that their personal belongings and valuables are locked away and secured. Personal property is not covered by company insurance.

Common Rooms and Toilets

Please keep the common rooms clean at all times including offices, classrooms and bathroom areas. Staff should be mindful that the bathrooms are public areas and are managed by UniLodge and staff should be respectful to others by maintaining hygiene in these areas. If a fault is detected, please inform the UniLodge staff on the Ground Floor.

Photocopying, Printing, and Intellectual Property

Staff are expected to keep photocopying to a minimum.

- If you wish to photocopy or print for your own usage, notify your manager that you wish to do so, before making any copies.
- Australian Copyright law applies to all printed matter and audio visual materials, and although in some cases we will have a limited licence to copy these, copying itself is still very expensive.
- Booklets explaining the copyright law are available online.
- If you are in any doubt about the material you are copying, please ask your department manager first.
- Any resource you use should be clearly referenced at the bottom of the photocopy.

As an employee of Shafston International College, any original materials that you create, or use during your employment here, is the intellectual property of the college and must not be revealed to a third party. Exceptions to this have to be agreed upon with management first. Failure to abide by this requirement could result in your instant dismissal and possible legal action.

Where printing is necessary, save costs on printing wherever possible by printing on both sides of the paper. Please pick up all printed matter off the printer and ensure that the printer is restocked with paper. Colour printing should be kept to a minimum. The purchase of printing toners and A4 papers is completed on a consistent basis to ensure replacements are available on-site. When a large-scale print job is required, do not print in-house but inform the management team to arrange an outsourced printing service.

Waste Bins

Waste Collection: Every day. Most individuals will have waste bins under their desks. These bins should be used for any items which are not recyclable e.g; plastics, metal, pens, food scraps etc. Please use these at your discretion and be mindful of disposing food scraps in the office. Liquids should not be poured/placed into bins. Please ensure bins are cleared and contents disposed into the City Council's general bins near the Entrance.

Staff Amenities

Staff amenities include bin tidy bags, facial tissue, hand sanitizer, and other reasonable hygiene products. Additional items may be provided upon request. The purchase of any staff amenities is completed on an on-demand basis to achieve no-waste inventory control. For facial tissue, please collect from the student centre.

Stationery

Office-use stationery will be provided upon request. The purchase of any stationery is on an on-demand basis to achieve no-waste inventory control. To place order, please fill in this form.

<https://shafston.edu/shafston-staff-order-request/>

Password: Shafston46!

Security Disposal/Shredders

Page | 22 Paperwork with any sensitive or confidential Shafston International College information needs to be disposed of using the shredder located in the Office 209.

- Company Information
- Client information
- Forms
- Terms and conditions
- Policies

The Noise Factor

Try to avoid shouting across the office or on site. Monitoring of noise levels is done out of respect for fellow employees and to maintain a safe and supportive learning environment for students. Try to talk quietly when you are on the telephone and make use of the campus meeting rooms for all meetings and loud discussions.

Maintenance Work Request

To streamline the process of addressing maintenance needs at Shafston, we have implemented a convenient and efficient Maintenance Work Request system. Submitting a Maintenance Work Request is now easier than ever. Simply follow the link provided below to access the online form and submit your request. Whether it's a leaky faucet, a flickering light, or any other maintenance issue, we are here to address it promptly.

<https://shafston.edu/maintenance-work-order-request/>

Password: Employee46!

Staff Code of Conduct

Purpose

Page | 23

The purpose of the Code of Conduct is to provide a framework of guiding principles for all Shafston employees to ensure compliance with legal and ethical standards in work related matters. The Code specifies the standards of behaviour for employees in the performance of their duties.

Principles

The Code of Conduct is designed to guide employees in their decision-making. It is not intended to be intimidatory. However, employees must understand that unethical behaviour, which breaches the tenets of this Code of Conduct, may be the subject of disciplinary action.

All employees of Shafston are expected to observe the following principles, which are embodied in the Code:

- To act with integrity and professionalism in the performance of their duties and be scrupulous in the proper use of Shafston information, funds, equipment and facilities;
- To exercise fairness, equity, proper courtesy, consideration and sensitivity in their dealings with students, employees and other stakeholders; and
- To avoid real or apparent conflicts of interest.

Policy

It is important that all employees clearly understand the shared responsibilities for conducting themselves in accordance with the policies and procedures that encapsulate the standards of Shafston. By consistently applying these standards of behaviour to all working relationships, we will establish and maintain a working environment that is conducive to the success of Shafston and its employees.

Employees are required to:

- Perform their duties in an honest, safe, diligent and competent manner;
- To comply with lawful directions of the company;
- To act in accordance with Shafston's approved policies and procedures;
- Provide accurate information, give prompt attention and not discriminate on any unlawful grounds when dealing with students, employees and other stakeholders;
- Treat students, employees and other stakeholders with courtesy and respect; and
- Behave in a manner that maintains or enhances the reputation of Shafston

Shafston is required to:

- Provide a safe workplace and exercise a duty of care;

This document is uncontrolled when printed

Shafston Staff Handbook

Version 2.0

Shafston International College, 46 Thorn Street, Kangaroo Point, 4169 | www.shafston.edu | (07) 3249 4111

Last review and update

September 2024

- Provide fair and reasonable remuneration; and
- Ensure employees have access to the facilities, policies, and procedures necessary to perform their jobs.

ACCOUNTABILITY

All employees are responsible for their own acts and omissions and are accountable for them. Managers have the responsibility to ensure that the employees they supervise understand the duties of their positions, the expected outputs, their obligations under this Code of Conduct and all relevant policies and procedures, and the limits of their administrative and financial delegations. Managers have a responsibility to adhere to and promote the Code of Conduct through guidance and example.

ALCOHOL & DRUGS

The consumption of alcohol or any other drug must not affect the work performance or working relationships of staff, the safety of self or others, or impact official conduct at any time. Employees who have taken prescription or over-the-counter medication that may affect their ability to perform their duties should ensure they advise their manager.

COMPUTER & INTERNET USE

All employees are required to sign both the Computing Facilities Code of Conduct and the Computer Use Confidentiality Agreement, indicating that they have read and understood their obligations with respect to the use of computers and the internet at Shafston. Personal use of Shafston's communication devices is not considered private, and in using this equipment employees do not have the same personal privacy rights as they have when using private communication devices. Firewall software automatically monitors and records details of all incoming and outgoing traffic, including details of Internet sites accessed and transmission details of emails sent and received. These firewall logs are regularly inspected to make sure the Computing Facilities Code of Conduct is being followed. All employees must recognise that Shafston uses computer software under licence, which may not be reproduced or copied in any way. Employees may only use software in accordance with applicable licence agreements and not to misuse software or related documentation including making, acquiring or using unauthorised copies of any computer software.

CONFIDENTIALITY

Security of Information

Shafston operates in a highly competitive market and, to ensure we maximise our competitive advantage, we must insist on a high level of confidentiality. All employees must ensure that they do not use or disclose any confidential

information without written permission at any time during their employment with Shafston or subsequent to that employment. Employees may only use or disclose confidential information if it is necessary to perform their accountabilities with Shafston; or if ordered to disclose such information by a Court, Commission or Tribunal. Where employees use or disclose confidential information, it is their responsibility to ensure that any person to whom the information is disclosed is made aware of the confidential nature of that information and the obligations restricting its use and disclosure.

Employees will not, except as reasonably necessary to perform their accountabilities:

- seek to obtain Confidential Information to which they have not been granted access; and/or
- remove any confidential information from Shafston's premises; make any copies of confidential information or bring any computer software, tapes or any devices linked to or inserted into a computer onto Shafston's premises; unless they have been granted written permission.
- Confidential Information includes, but is not limited to:
 - information which Shafston indicates is confidential;
 - information which by its very nature might reasonably be understood to be confidential or to have been disclosed to you in confidence;
 - information which would be of commercial value to a competitor, customer, client or supplier;
 - information about Shafston or its financial affairs, including performance or profitability reports and margins;
 - information relating to pricing structure;
 - except for information that is available in the public domain, otherwise than because of this agreement being breached.

Employees are to ensure that unauthorised persons cannot access confidential and sensitive information. Sensitive material should be securely stored overnight or when unattended.

Staff/Student Discussions

Employees are not to discuss with students any of the commercial arrangements between Shafston and the company's representative (agent). If an employee feels that a circumstance may involve such commercial arrangements being disclosed, they should immediately consult their Manager.

Upon Leaving Shafston

If you plan to leave Shafston and work elsewhere, you cannot use confidential information gained through your position with Shafston. Disclosing confidential information may lead to legal action.

Remember:

- If you leave Shafston you cannot disclose confidential information to give unfair competitive advantage to a future employer or to disadvantage Shafston in commercial arrangements.
- If you plan to leave Shafston for employment that is similar or sensitive to your current work, advise your manager immediately. This will assist in ensuring that any potential conflict of interest is managed.
- When dealing with former Shafston employees, do not give them favourable treatment or access to confidential information.

CONFLICT OF INTEREST

Conflict of interest occurs where personal interests influence, or appear to influence, the impartial performance of an employee's duties and responsibilities. All employees must always endeavour to avoid situations where a conflict of interest may arise between their activities as an employee of Shafston and their dealings with other parties. Should an employee potentially be in such a situation they must act to avoid the conflict of interest unless they have obtained the written consent of Shafston. Employees are prohibited from working for another employer while employed by Shafston, unless they have prior written approval. Employees are not prohibited from owning shares or having interests in any public or private company, however they need to assess the potential for a conflict of interest. This may occur where their interest is in an organisation, which is a customer of, supplier to or a competitor of Shafston. It is a conflict of interest to employ relatives, friends, or other associates without prior declaration of the same to Shafston. Where such instances arise, it will be at Shafston's discretion to determine if the employee may be part of any selection process, which involves a relative, friend or other associate.

GIFTS & ENTERTAINMENT

Acceptance of gifts from stakeholders must not lead to circumstances where the outcome of a transaction may be influenced or give rise to the perception that the outcome of a transaction may be influenced by the gift. Under no circumstances must employees offer or accept money.

All general staff (teachers, trainers, etc) must:

- report any gifts offer over the value of \$25 to your line manager
- before accepting a gift, examine whether the gift could be seen as a payment for academic assistance or favourable treatment. For example, a student on an assessment only course who has assessment remaining, or a student on a pathway course to another institution. If this is the case, the gift must be refused.

EQUAL OPPORTUNITY

Shafston is committed to the implementation of Equal Employment and Education Opportunity principles and practices and embracing Cultural Diversity.

We are committed to hiring not only the best person for a position, but the best person for the company culture, and supporting diversity and inclusion in the workplace. Examples of diversity can include religious beliefs, age, sexual orientation, gender, cultural background, disability, education, and language.

Shafston attempts to embody the principles of workplace diversity. As an organisation, we:

- Value the diversity of people and the benefits diversity brings
- Treat others with respect and dignity
- Provide a safe, secure and healthy workplace for all employees
- Make decisions based on equity and fairness
- Take appropriate action to eliminate discrimination

This commitment will ensure that all education and workplace environments are free from any form of discrimination, and that all of our practices are based on merit and equality of access.

The Anti-Discrimination Act (1977) states that it is against the law to discriminate against someone or harass them because of protected attributes which include:

- Sex,
- Pregnancy,
- Race, colour, nationality, ethnic or ethno-religious background,
- Marital status,
- Physical or intellectual or psychiatric disability
- Sexuality (actual or presumed)
- Age

Each staff member has an individual responsibility for putting the policy into practice - in all our dealings and behaviour at work. Shafston believes that all employees should be able to work in an environment free of discrimination, victimisation, workplace harassment, bullying and vilification. We consider these behaviours unacceptable, and they will not be tolerated under any circumstances. Victimisation because a person has made a complaint, agreed to be a witness, or has had a complaint made against them is against the law. All employees are required to read, understand, and follow Shafston' Workplace Harassment and Bullying Policy.

INTELLECTUAL PROPERTY

Any invention, improvement or idea an employee develops in connection with their employment with Shafston, whether during or outside working hours, which relates to Shafston including:-

- products or methods of making or using such products; or
- general methods of operation

whether existing or in development, will be solely Shafston's property.

In accepting employment with Shafston, all employees appoint Shafston as their attorney to execute on their behalf all documents required to:

- give Shafston or its nominee full legal ownership of the intellectual property rights relevant to the above; and
- make applications for patents, registered trademarks, or designs in Australia or such other countries as the employer considers necessary.

All employees must immediately disclose to Shafston any matter relevant to intellectual property.

OCCUPATIONAL HEALTH & SAFETY

Shafston International College is committed to implementing, maintaining, and continuously improving Workplace Health and Safety (WHS) in all of its facilities. The management of Shafston International College recognises that it has a responsibility to provide and maintain a safe environment for staff, clients and visitors alike. This responsibility, obligation and involvement is transmitted to all staff to ensure that a safe and healthy workplace or training environment is maintained.

WHS is also integral to Shafston International College's objective of maximising productivity and growth. Shafston International College is committed to:

1. **Compliance** – Ensuring that the organisation has management systems and operating procedures that strive for best practice, but at the very least, secure compliance with the legislative and regulatory requirements relating to the identification, control, and monitoring of WHS risks associated with Shafston International College's operations.
2. **Systems and Procedures** – Assessing and surveying practices and risks to facilitate the development, maintenance and continuous improvement of systems and procedures to prevent accidents and ill health.
3. **Communications** – Fostering open and constructive communication between all levels of management, staffs, and clients to maximise involvement in the development of WHS systems and procedures.
4. **Education and Training** – Provide appropriate education and training to all management and staffs WHS issues and requirements.

Staff are required to familiarise themselves with their duty of care obligations and the Policies and Procedures set out for Hazard Identification, Risk Assessment and Incident Reporting.

PERSONAL APPEARANCE

FIRST IMPRESSIONS COUNT. Shafston recognises the importance of positive public relations. It is imperative that, as a representative of Shafston, your appearance and manner promote a positive professional image. Shafston expect all client-facing staff to follow a smart business dress standard. All staff are expected to present neat, clean, professional appearance at all times.

Our dress code is general office attire. A collared shirt or otherwise professional dress with office footwear are generally acceptable. Please do not wear clothing with obvious slogans. Tattoos of an offensive nature are required to be covered. Revealing clothes such as those exposing the midriff, strapless tops/dresses or clothes that may be construed as suggestive and/or offensive are not permitted (for both men and women).

PUBLIC COMMENT

Individuals have the right to give their opinions on political and social issues in their private capacity as members of the community. Employees must not make public statements, or publish official information in relation to Shafston, directly or indirectly, without prior authorisation by the Directors.

STAFF/STUDENT RELATIONSHIPS

Shafston employees, both academic and general, are in a position of trust with students. This position of trust implies a series of responsibilities owed to students. In exercising those responsibilities, employees should ensure they avoid conflicts of interest. Specifically, staff are instructed to avoid any personal relationships with students that may impact or may be seen to impact their professional responsibilities. Such relationships may undermine the real or perceived integrity of the supervision, evaluation provided and the trust in the student/staff relationship. Accordingly, any employee who becomes involved in a sexual relationship with a student will be considered to have engaged in serious misconduct and will be subject to disciplinary action which may result in dismissal.

USE OF SHAFSTON RESOURCES

All employees must ensure that they use Shafston resources economically, carefully and for the purposes for which they were designed. Shafston resources must be used only for work purposes, unless your manager gives you written approval (where appropriate) for personal use. Employees using Shafston resources without obtaining prior approval may face disciplinary and/or criminal action. Shafston resources are not to be used for any private commercial purposes.

Performance Management

The purpose of performance management is to improve performance. It is an ongoing process. It should include informal and formal review. We encourage a two-way process, that is, employees can also give management feedback on performance.

All permanent staff will undertake a monitoring and management stage during the 6-month probationary period which will provide staff members the opportunity to develop their skills and gain confidence in their role. Prior to the completion of this probation period, each staff member will participate in a probationary review meeting with their immediate supervisor.

Performance monitoring will continue as per the Shafston Performance Monitoring process with opportunities for professional and personal development will be identified and explored during these sessions.

All employees will undergo a formal performance review with their immediate managers at least once a year. Shafston International College has set its own performance criteria to assess the performance of all staffs.

Procedure

1. The manager and the employee agree on the date for a performance appraisal meeting to allow time to prepare.
2. The manager and employee will meet and openly and constructively discuss performance over the period.
3. The manager and the employee will agree on any objectives and outcomes for the next appraisal period.
4. Training and professional development will be considered as part of the process.
5. Notes should be taken of the meeting and copies kept.
6. Outside of this formal process, employees are encouraged to raise any issues they have when they arise.

Policies and Procedures

All Shafston policies and procedures are available via SharePoint. Many are of these policies and procedures are also available publicly on our website, but some may only be found and shared internally. Please refrain from saving or printing copies of these policies and procedures. Shafston ensures that all policies are reviewed and updated annually, and we wish to avoid the distribution of information that may be out of date.

If you cannot find a particular policy or document, or you believe that the information included in a policy may be out of date, please contact your line manager. All staff and contractors are required to read and become familiar with essential policies as part of your induction.

Please familiarise yourself with the following policies and processes and any associated documentation:

- POL003: Management of Critical and Notifiable Incidents
- POL004: Workplace Health and Safety Policy
- POL006: Hazard Identification and Risk Management Policy
- POL007: Under 18s Child Safe Policy
- POL008: Continuous Improvement Policy
- POL009: Student Support Services and Welfare Policy
- POL010: Professional Development Policy
- POL011: First Aid Policy
- POL012: Complaints and Appeals Policy
- POL020: Resource Development Policy
- POL023: Workplace Harassment and Bullying Policy

Injury Procedure

Procedures listed here are based on the information on the WorkSafe QLD website. It is vital that staff maintain personal and professional safety at all times.

If you are a worker, in the event of an injury you should:

- See your doctor or go to the hospital immediately for initial treatment.
- Get a [work capacity certificate](#) from your treating doctor.
- Let your line manager know what has happened as soon as you can and give them your work capacity certificate.
- [Make a claim](#) with WorkCover - work capacity certificate needed.
- [Begin rehabilitation](#) as soon as you can. This will help your recovery and the College is obligated to help you with this.

Shafston International College will:

- Make contact with you as early as possible after the injury.
- Let WorkCover know the injury has happened.
- Lodge an injury report within 8 business days of becoming aware of the injury or of WorkCover requesting the information from the College.

- Follow internal WHS procedures and reporting.
- Plan your return to work with you.

Fire/Emergency Procedure

IN THE EVENT OF A FIRE

Page | 32

On becoming aware of a fire or emergency, you must alert all nearby staff and students and activate the fire alarm on your floor.

The safety of staff and students takes precedence over all other actions. If in doubt, after raising the alarm, evacuate.

- DIAL 000; Contact any of the Emergency Contacts listed at the beginning of this Handbook
- State your name and department, giving exact location of the fire and, if possible, try and identify the type of fire, eg. carpet burning, smoke from under a room door.
- If you are exposed to a fire and you have alerted your Manager, you may choose to fight the fire (if it is safe to do so) with a fire extinguisher (located in all fire hose cupboards).
- Do not enter a smoke-filled area alone.
- If caught in a smoke-filled area, crawl to the exit on your hands and knees. This will enable you to breathe easier and better see objects that may restrict your movements.
- Never let the fire get between you and the Exit.
- Always remain calm and do not shout "Fire!"
- If evacuating, calmly reassure students and advise them to collect their belongings. Ensure all are accounted for, take your class roll, close but do not lock your door and make your way with students to the nearest exit. Listen to verbal directions over the PA system and follow any directions given.
- Go to the assembly point, check all students are with you and give your name to a supervisor in charge. Remain at the assembly area until instructed otherwise.
 - Brisbane campus assembly area: for the stables and demountable classrooms, assemble on the lawn in front of house. The Shafston Avenue bus parking area is the assembly point for all other areas.
 - Gold Coast campus assembly area: on the corner of Nerang and Scarborough Street.
- Know the locations of extinguishers and hose reels in your area and know how to use them.

Evacuation procedures

- You need to familiarise yourself with the evacuation points and procedures.
- Evacuation has a different meaning according to the vulnerability of the premises concerned.

- In highly combustible situations, evacuation may mean a complete evacuation of the College.
- In low combustible buildings, partial evacuation may be appropriate on discovery of a fire.
- In cases where fire-resistant construction has been employed correctly, it is quite often the case that the section involved in the fire is evacuated and all other personnel remain within their own sections.
- You may hear the evacuation signal. This will require you to evacuate *when your floor evacuation signal sounds* (other floors may be evacuated before your floor).
- Poorly organised evacuations can cause panic, sometimes with serious consequences. The following principles should be adopted as Shafston evacuation procedures:
- There may be an initial DOOT DOOT signal indicating you should be ready to evacuate if required. Advise the students at this stage that they must wait in class but be ready to leave if the signal (on your floor) changes.

If you are working in an area ordered to evacuate (instructed over the P.A. system or by the whoop whoop signal for your floor), then:

- Stay calm.
- Proceed to the fire escape and remember **DO NOT USE THE LIFTS**.
- Listen to instructions, go to the nearest fire exit unless ordered otherwise. Before leaving, turn off any power equipment but leave lights on. Once you enter the fire stairs, continue along the passageway until you reach a door with an "EXIT" sign.
- Proceed to the assembly point (Either the Shafston Road bus stop area, or the grassed slopes in front of the House / or the evacuation point in front of TAFE - SGC) and confirm that all of your students are with you. Immediately inform a supervisor that you and all your class members are present and accounted for.
- **DO NOT RETURN TO THE BUILDING UNTIL YOU ARE TOLD TO DO SO.**
- **REMAIN AT THE ASSEMBLY POINT UNTIL ADVISED TO RETURN.**

Flexible Working Arrangements

Entitlements listed here are based on the Fair Work Ombudsman.

Right to request flexible working arrangements

All employees can apply for a flexible working arrangement and negotiate with their employer.

You are entitled to make a request if you are a full-time employee, have worked for the same employer for at least 12 months, and are:

- a parent or have responsibility for the care of a child who is school age or younger.
- a carer (under the *Carer Recognition Act 2010*)
- a person with a disability
- aged 55 years or older.
- experiencing family or domestic violence
- providing care or support for a family member, or member of your household, affected by family or domestic violence.

After receiving a request, employers must respond within 21 days. They can only refuse the request on [reasonable business grounds](#) and must provide a written response.

All private sector employers in Queensland are bound by these standards.

Procedure

1. Making a request by putting your plan in writing and inform your Manager and HR officer.
2. List your current duties and hours of work, set out reasons for requesting flexible working arrangements, and ideas on how they will work for both you and your employer.
3. Describe how your plan might affect your work unit and propose solutions to any problems (e.g. what alternative arrangements you will make if you are required to have face to face contact with clients or colleagues as part of your job)
4. Include a review date and if it is a short-term arrangement, an end date.
5. Meet with your manager to discuss further.

Version Control

Date	Version	Modification	Modified by
27/07/2021	Version 1.1	Staff contacts	Administration Manager
09/09/2021	Version 1.2	Staff contacts, staff amenities, flexible work arrangement, timesheet, leave	Administration Manager
15/09/2021	Version 1.3	Staff contacts	Administration Manager
11/12/2023	Version 1.4	Staff contacts, Our Mission, Vision and Values, Lateness for Work/Early Dismiss, Overtime and Additional Hours, Reimbursement of Expenses - Travel, Waste Bins, Staff Amenities, Stationeries, Maintenance Work Request	HR Officer and Contract Administrator
05/04/2024	Version 1.5	Addition of details to key sections. Re-wording for clarity. Removal of all policies - replaced with reference to specific policies on SharePoint.	Compliance officer
28/06/2024	Version 2.0	Staff contacts and Timesheet	HR Officer and Contract Administrator
30/09/2024	Version 2.1	Staff Contact Overtime and Additional Hours Late Arrival / Early Dismissal Work From Home Leave	Operation Manager