

Professional Development Framework for Academic Administration Staff

Introduction

All staff in Academic Administration, and particularly those in student facing roles, should be confident in working with students from diverse backgrounds, in responding appropriately to students who present with mental health issues; and in delivering quality support and development services in digital environments. Staff in specialist support roles are required to maintain professional registration which is contingent on minimum professional development standards being satisfied.

The Professional Development Program

The core elements of the Professional Development Framework for AA Staff comprises:

1. Diversity and Cultural Responsibility
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2. Mental Health Essentials/Mental Health First
 - a. Student Services offers 2 day training support through a program is developed by the Centre for Mental Health Research at the Australian National University. This nationally and internationally accredited course aims to educate and empower participants to provide appropriate support to students, colleagues, and/or community members experiencing a mental health problem or in a mental health crisis situation.
<https://www.griffith.edu.au/counselling/for-staff/mental-health-first-aid-introduction>
3. Working with Students/Students as Partners
 - a. Training, supporting and deploying students as “partners” in delivering support to other students ie peer mentors, note-takers, participation assistants, student partners, ambassadors, call campaigners
4. Delivering on-line support services and development programs
 - o Technologies such as WebEx, Jabber, Skype, Yammer, chat functions and numerous social media platforms offer opportunities for staff to connect with students on-line and promote existing capabilities available
5. Training & development for professional registration
 - o Staff in specialist support roles undertake the minimum required/recommended professional development/training to maintain professional registration or memberships. Managers will assist with identifying cost effective ways for this professional development or training to be made available that is role and mission appropriate; will facilitate staff access to it; and will include it in staff performance reviews each year.
6. Professional Skills Development Program
 - a. Enable staff members to apply for a grant to undertake a project or training opportunity to investigate or deliver an innovative service or program

Roles and Responsibilities

- Managers will be responsible for identifying appropriate professional development training for their staff in at least one of the areas above each year.
- Managers will address professional development and training needs with staff during performance interviews.
- Managers will assist with identifying cost effective ways for this professional development or training to be made and to alert and advise on new training opportunities that may become available in particular fields
- Staff will XXXX

Funding the Program

The Academic Provost and the Academic Registrar will review the annual allocation for AA Staff Development and ensure sufficient funding is earmarked to implement The Program across Academic Administration.