



On-SITE TRAINING

Commission staff can come to your workplace or office to provide training for your organisation. The training can be tailored to suit your needs, but is based on our standard training sessions. Recommended size for groups attending is between 8 and 25 participants.

What does it include?

- all preparation and presentation of the session
- information kit for each participant
- use of videos and PowerPoint slides
- small group activities
- discussion of case studies

Cost (includes GST)

- \$184 per hour with a minimum fee of 2 hours
 - \$736 for a half day session (4 hours)
 - \$1,472 for a full day
- An invoice is forwarded on completion of the session.

Introduction to the Act – brief (2 hours)

This session provides participants with a snapshot of the Queensland *Anti-Discrimination Act 1991*, including:

- grounds of discrimination
- vilification
- vicarious liability
- sexual harassment
- workplace harassment and
- an update on recent changes to the law as well as the role of the Commission.

This two hour awareness raising session is for those needing a basic understanding of their rights and responsibilities under the law.

Introduction to the Act (half day)

This session gives an overview of the *Anti-Discrimination Act 1991* including:

- grounds and areas of discrimination
- direct and indirect discrimination
- vilification
- vicarious liability and reasonable steps

- exemptions
- sexual harassment
- workplace harassment
- complaint handling procedures
- case study workshops

Recommended for :

staff, supervisors and managers who need to have some familiarity with discrimination legislation in Queensland.

No previous knowledge of the legislation is required for this course. Presenters will provide a 'legislation in a nutshell' session, with time for questions, comments and discussion. Recent amendments to the legislation will be explained.

Contact Officer – Introductory (half day)

This session covers:

- what is discrimination, sexual harassment, workplace harassment & vilification?
- impact of discrimination and harassment
- role of the contact officer
- options for dealing with complaints
- case study workshops

Recommended for :

People interested in becoming contact officers, those who are new to the job, human resource staff and policy officers. The course is a useful introduction to a role which is becoming increasingly important in many organisations. Prior knowledge of anti-discrimination legislation is desirable and it is recommended participants attend the *Discrimination law - an introduction to the Act* (4 hour session) before attending this session.

Contact Officer – Advanced (half day)

This session builds on the *Contact officer - Introductory* session and covers:

- review of the contact officer role and options for complainants

- record-keeping
- vicarious liability, duty of care, confidentiality
- hallmarks of a good investigation process, possible outcomes
- quality control (selection/training)
- case study
- role plays

Recommended for :

Contact officers, policy officers and human resource managers
This course is delivered using a six part case study as the basis for discussion in small groups. Participants are encouraged to read their organisation's policy, and to complete the introductory course, before attending the advanced session.

Contact Officer – Refresher (half day)

The session covers:

- importance of a contact officer network
- solutions to contact officer dilemmas
- review of the contact officer role and options
- what case law is relevant and why
- listening skills
- role plays

Recommended for :

Those contact officers who have been in the role for some time
The course looks at some of the common issues for contact officers.

Recruitment & Selection (half day)

This session examines

- framework of the Act
- exemptions relating to employment
- pre-employment testing
- merit principle
- duty statement, selection criteria
- advertising, application forms
- short listing and interviewing, requests for unnecessary information
- small group activity – drawing up a job description, selection criteria, and interview questions

Recommended for :

Those needing an understanding of recruitment and selection within the framework of the Queensland *Anti-Discrimination Act 1991*.

Investigating Complaints (half day)

This session covers the following elements in the context of investigating complaints of discrimination, sexual harassment & vilification

- principles of natural justice and procedural fairness
- composition of complaints
- components of investigation
- hallmarks of effective investigation
- assessing information obtained
- concluding an investigation
- investigation report writing
- case study discussion

Recommended for :

Human resource practitioners and those undertaking investigations in the workplace. Drawing on the experience and knowledge of Commission staff, this course offers an opportunity for participants to consider the best way for complaints to be investigated. This course examines principles of investigating complaints and is not designed to accredit participants to undertake investigation.

Fairness – Everyone's Business (full day)

This session covers:

- planning awareness raising sessions on discrimination and harassment issues
- preparing session outlines
- what materials are available
- researching cases
- developing case scenarios
- small group work

Recommended for :

Human resource practitioners, trainers and those responsible for awareness raising around discrimination and harassment issues in the workplace
Using the experience and knowledge of Commission training staff, this course offers an opportunity for participants to consider the best way for education sessions to be delivered within organisations.

The focus of this course will be on the content of awareness sessions, rather than training trainers in presentation skills.