



STAFF INDUCTION, APPRAISAL AND MANAGEMENT POLICY

Last Reviewed: Aug 2020 Last Updated: Aug 2020
References: GMA6

Rationale

To ensure that one of our most valuable resources, our staff, are both inducted and overseen long term in a manner that gives them the knowledge and confidence to excel in their role.

Procedure

Kaiako

Interview and Selection Process

Kaiako are interviewed, selected and employed directly by the parent prior to any engagement with Playschool, however Playschool will not enroll any kaiako on to the programme that we do not deem to be a suitable kaiako or who does not meet the conditions of the 7 Step Safety Check.

Au Pairs are also interviewed, selected and employed directly by the parent prior to any engagement with Playschool. As we work very closely with our sister company Playschool Au Pairs who facilitates the matching of Au Pairs with families, our Au Pair induction can be viewed in their Family Welcome Pack and Au Pair Placement Agreement.

Induction and Training

Every kaiako must complete and submit the following documents prior to being accepted on to our Programme;

- Kaiako Enrolment Form
- Police Vetting Form for kaiako
- Police Vetting Form for anyone over 17 years old living at the same address (applies only to kaiako caring for tamariki in their own home)
- If the kaiako has lived overseas for a period of 12 months or more within the 10 years prior to becoming an kaiako with Playschool then a Police Vetting form (Certificate of Non Criminal Offence) must be obtained for each country they have resided in for 12 months or more. In circumstances where an overseas Police Vet is unable to be obtained, a Non Criminal Record Statutory Declaration must be completed
- Undergo the 7 Step Safety Check for further suitability. Any candidates deemed unsuitable are advised of the outcome
- First Aid Certificate (unless access has been limited as in our First Aid Training Policy)
- Proof of address if the kaiako is a family member of the child they intend on caring for
- Comply with the Home and Safety Assessment of the home intended to be used for care

- Risk Assessment form for any intended outings
- Fire Evacuation procedure for the home intended for the use of care
- A copy of the Family and kaiako Payment Contract
- Two suitable child related referees contacted by Playschool, and the kaiako assessed from these for suitability as an kaiako

Kaiako must have had NO criminal convictions that may directly affect the care of tamariki in any way. Other offences including driving offences will be assessed on a case by case basis in consultation with the kaiako and at the discretion of the Director of Playschool.

Only once all the above conditions have been met will the kaiako be inducted as a Playschool kaiako. This will take place in the home where care takes place and will follow the Kaiako Induction Checklist included in the Kaiako Induction and Training Manual.

All new kaiako will have their performance closely managed for the first two months following appointment of their role to ensure they have a clear understanding of and have been implementing Playschool's Policies and Procedures.

All new Au Pairs in recognition of their often limited childcare knowledge must undertake the Au Pair Orientation course and complete all modules in full prior to care taking place.

For continued enrolment on the programme the kaiako must comply with all of Playschool's Policies and Procedures as well as complete the following documentation;

- Submitting monthly attendance records in the form of a timesheet
- Regularly completing the kaiako training modules
- Monthly visit documentation including monthly OSP stories
- Child portfolio records
- Maintaining our Premises and Facilities requirements
- Maintaining current Police Vetting, 7 Check Safety Check and First Aid Course requirements
- Undertaking 3 monthly kaiako appraisals

Appraisal, mediation and discipline

The performance of every kaiako will be managed by their Programme Co ordinator (PC) and reviewed in conjunction with the employing parents on a 3 monthly basis using the kaiako appraisal system located in the back of the Kaiako Training and Induction Manual.

For performance related issues the mediation and discipline procedure is as follows;

1. Discussion with PC, kaiako and parent surrounding performance concerns; the kaiako is given reasonable time to improve. Details are documented by the PC in the Visit Log. PC and parent to actively mentor and monitor the kaiako performance.
2. If there is no improvement, or insufficient improvement, a written warning is issued. PC and parent to continue to actively mentor and monitor the kaiako performance.
3. If there is no improvement, or insufficient improvement, a final written warning is issued. PC and parent to continue to actively mentor and monitor the kaiako performance.
4. If there is no improvement, or insufficient improvement, dismissal occurs.

5. Instant dismissal may be appropriate in cases of serious misconduct. Refer to our Serious Misconduct definition below for more details.

Programme Co ordinators (PC's) and other Playschool staff

Interview and Selection Process

Any job positions that become available will be advertised internally prior to being made available to the public. The job position available may be advertised in a number of ways including both internet and print based methods and the services of a third party may be employed such as Educational Recruiting Agencies.

CV's will be collected and reviewed, suitable candidates CV's will be kept and any unsuitable CV's will be returned with a letter informing the candidate their application was unsuccessful.

A short personality and suitability survey will be emailed to potential candidates to further gauge their suitability for the role. Successful candidates will be contacted to attend an interview. Unsuccessful candidates CV's will be returned with a letter informing the candidate that their application was unsuccessful.

Formal interviews will take place with the Director either individually or in a group setting and most likely in person, however, in some circumstances such as Covid-19 alert levels or travel restrictions a virtual meeting may be required.

The candidates will be assessed on criteria written for the job they are applying for including experience, manner, qualifications and team dynamics. Candidates are verbally asked questions surrounding any present mental health issues and any applicable infectious or contagious disease or conditions. Any candidates deemed unsuitable will be informed by phone by the Director.

Any candidates that the Director deems suitable for the role (to a maximum of 3 candidates) will be offered a second interview, which will be conducted by the Area Manager and may include another PC in attendance. The Area Manager will assess the candidate on how well they will fit in with the team and how well they are suited to the caseload they will be responsible for, and how likely they are to promote quality education and care advice and support.

Candidates are vetted using the 7 Step Safety Check for further suitability. Any candidates deemed unsuitable are withdrawn from the pool.

Management will review candidates and the final selection is made. A verbal job offer is extended to the successful candidate and unsuccessful candidates are contacted by phone and asked if we may keep their CV on file for any future positions available.

A Letter of Offer, Job Description and an Individual Employment Agreement is drafted and couriered to the successful candidate outlining job description, remuneration, start date and job role expectations.

Induction and Training

An Employee Induction Checklist is completed prior to a staff member starting to ensure the staff member is well equipped to complete their training with required materials such as manuals, computer, camera, car and visit logs.

Office-based employee induction takes place as outlined in the PC Induction Checklist appropriate to the employee's position. The training procedure takes approximately 2 weeks and must include:

- Introduction to Playschool and the Licensing Criteria for Home Based Education & Care Services 2008 and its amendments.
- Playschools Policies and Procedures.
- Understanding Playschools manuals, reference material and journal.
- Programme planning / Self Review / Internal Evaluation.
- Time management.
- Funding.
- Enrolling tamariki and Kaiako.
- Home and safety.
- Misc. paperwork as required by Playschool and MOE.

Field based employee induction takes place as outlined in the PC Induction Checklist appropriate to the employee's position. The training procedure takes approximately 4 weeks and must include:

- Meeting your case load.
- Monthly visit observation with Programme Manager (PM).
- Sign up observation with PM.
- Monthly visits done by staff member observed by PM.
- Sign up visits done by staff member observed by PM.
- Day of visits observed by PM.
- Trips and outings.

A comprehensive recap is undertaken to ensure new staff member has a full understanding and that Management are happy to allow new staff member to manage their caseload. At this stage a need for further training may be identified and will be conducted if deemed necessary by a Programme Manager and/or Director of Playschool.

The above interview process applies to all other office-based positions we recruit for. Minor variations and changes will be made to the induction and training of staff in office or admin based roles designed to suit each job role.

Ongoing support for all staff is provided by a Programme Managers and/or Director of Playschool and Performance Reviews undertaken on a quarterly basis for all PC's and on a 6 monthly basis for non-teaching staff.

Appraisal, mediation and discipline

Playschool staff will be appraised in a number of ways; (and may include but not limited to)

- Weekly informal staff meetings with an open discussion format.
- Weekly internal housekeeping electronic meetings with an open discussion format.
- Monthly professional development meetings with training provided both inhouse and using outside sources.
- Performance reviews conducted once a year, which involves; reflection, self-review, planning, critical enquiry aligned with the Standards of the Teaching Profession (with 3 formal meetings reviewing these goals) and linking to the Code of Professional Responsibility and Standards for the Teaching Profession.
- Annual performance-based salary reviews.

For performance related issues the mediation and discipline procedure for Playschool employed staff is detailed within each employees Individual Employment Agreement.

Serious misconduct

“Serious misconduct” involves serious wrongdoing.

Where, after a fair process, it is established that an employee’s actions amount to serious misconduct, a parent/employer may terminate the employee’s employment without notice (sometimes referred to as “instant” or “summary” dismissal). The misconduct must be sufficiently serious that it undermines the trust and confidence that the parent/employer has in the employee.

Our list of actions amounting to “serious misconduct” is not exhaustive and an employee’s actions may still be considered “serious misconduct” even though it does not appear on our list of actions.

Likewise, just because an employee undertook an action listed in our list of “serious misconduct” actions it does not automatically mean that “serious misconduct” has occurred.

In every case a consultation process will take place between parent/employer, the Employee, and the Playschool Management including the PC, PM and Director of Playschool.

Playschool Management must consider all the facts and the employee’s response before it decides whether “serious misconduct” has occurred. Once this determination has been made by Playschool Management any resulting decisions will be final and employment will be terminated immediately if “serious misconduct” has been identified.

List of actions considered serious misconduct;

- Smacking/hitting a child.
- Willfully causing a child physical pain.
- Caring for tamariki while under the influence of drugs (excluding those prescribed by a registered Doctor) and or alcohol.
- Being in possession of any illegal substance.
- Willingly allowing any child to become subject to any sexual behaviour including internet, television, printed material, verbalised material and/or physical or sexual behaviour.
- Leaving a child unattended in the home (i.e. leaving the house) for any period of time, or in a vehicle unattended.
- Any act that breaks the New Zealand Law.
- Stealing.
- Verbal/threatening abuse of a child or adult.
- Any act in breach of the Vulnerable Children’s Act 2014.
- Any act in breach of the Home Based Childcare Licensing Criteria 2008 and its amendments.