

ISSUE

Catholic Commission for Employment Relations (CCER) provides employment relations advice and services (such as training) to Catholic bodies in NSW, including Catholic diocesan (CEOs/CSOs) and independent schools.

CCER identified a need among these clients to ensure that they and their staff members complied with their legal and other obligations with respect to Discrimination, Harassment and Bullying and Child Protection.

The need was for a flexible delivery option which was not resource intensive and which ensured that training could be delivered as and when required.

Consequently, CCER commenced researching available online training products. As a result of their relationship with Sydney Catholic Schools (SCS) they became aware of the Salt Compliance elearning that the SCS had deployed. An opportunity was identified to provide a centralised delivery of essential compliance training to other diocesan education offices and independent schools on an affordable basis.

The courses you need to complete are: (please choose the one you would like to work through)

Course	Status	Print Certificate	Last Completion Date	Due
CCER Child Protection	<input type="checkbox"/>	<input type="checkbox"/>		13 Jan 2015

The policy area below contains documents that are assigned to you. Please click on the links below to read and acknowledge these documents.

Policy	Status
CCER - Code of Conduct	<input checked="" type="checkbox"/>
CCER - Managing Conduct & Performance	<input checked="" type="checkbox"/>
CCER - Managing Workplace Complaints	<input checked="" type="checkbox"/>
CCER - Preventing Discrimination Harassment & Bullying	<input type="checkbox"/>
CCER - Use of Electronic Communication Systems & Devices	<input type="checkbox"/>

Status Key: incomplete complete certificate

An example of the Salt Web Compliance Learning Management System.

CHALLENGE/OBJECTIVES

Much of the training was face to face which was time consuming, particularly for those CEO/CSOs where the CEO/CSO staff were the ones providing the training. Some dioceses are spread over a large regional area which would mean travel and time required to cover schools in the whole diocese. Training was not done as frequently as the CEO/CSOs would have liked. Many of them implemented Salt as a base-line, then will implement it every year or second year as a refresher, but also capture new employees in the meantime, as part of their induction. While many of the CEO/CSOs still supplement the Salt Child Protection training with face-to-face, it is a more efficient way to ensure staff remain informed of their obligations in respect of Child Protection & Discrimination, Harassment and Bullying.

Performance criteria included:

- interactive learning
- able to be tailored to the specific needs of Catholic employers
- cost effective
- user-friendly
- assessment and reporting functionality
- able to upload policies for review and electronic acceptance by users
- ongoing maintenance and support provided.

The ability to deploy smaller education offices and their schools, as well as independent schools, onto a centralised CCER SaltWeb site enabled the costs to be tightly controlled to match available budgets. The larger education offices that required a unique deployment were able to do so at an affordable price, which enabled branding of the platform and the course content.

Each education office, systemic school and independent school also has the ability to deploy their own policy documents for staff to access and acknowledge, to track acceptance or these important governance resources.

DELIVERY METHOD

Salt Web is an established platform for delivering online legal compliance training. The ability to facilitate the deployment and launch of training to multiple diocesan education offices, systemic schools and independent schools was deemed to be an effective and efficient method for implementation of the project. The core team at CCER also undertook a review of the generic Child Protection and Discrimination, Bullying and Harassment content to assess and apply the need for tailored edits and bespoke content to the courses to enhance the relevance and resonance of the learning for the audience.

The screenshot shows the 'Home' page of the Salt WEB compliance training program. At the top left is the Catholic Commission For Employment Relations logo. At the top right is the 'Salt WEB' logo. A blue navigation bar contains links for Home, My Training, Administration, Reports, Links, Help, and Exit. Below the navigation bar, the page greets the user as 'Hello CCER Admin,' and provides a welcome message. A sidebar on the right contains a 'Salt Compliance' menu with links to Home, My Training, and My Report. The main content area contains several paragraphs of text explaining the program's purpose, its structure, and how to access it. At the bottom, there is a copyright notice for GRC Solutions and a disclaimer about fictitious characters.

Catholic Commission For Employment Relations

Salt WEB

Home My Training Administration Reports Links Help Exit

Hello CCER Admin,

Welcome to the **Salt** compliance training program. This program will take you through the topics of Workplace Discrimination, Harassment and Bullying and Child Protection. Your My Training page will display the courses that you have been assigned.

We want all staff members to do the right thing in our workplace. We also want to continue developing our people.

Compliance training is important in ensuring that we are aware of our legal and other obligations. More importantly, it guides us in interacting responsibly with each other, our clients and other stakeholders.

Salt is an online program created by experts in the topic area and in e-learning. It uses practical and hypothetical scenarios to demonstrate the importance of compliance.

The training includes actual case studies that emphasise the very real importance of adhering to our responsibilities as staff members. **Salt** will be updated as required to reflect the latest legislative requirements that apply to the workplace.

Salt will give you the awareness and knowledge to do the right thing in day-to-day activities.

The course consists of a number of short modules. You will be required to read the course material online, then pass multiple-choice tests at the end of each module. You must successfully complete each module to get through the course.

Once you successfully complete all modules, you will receive a completion certificate. You can log in at work or from home via any Internet browser.

If you have any technical problems whilst using this site, please contact GRC Solutions on 1800 676 011 or support@saltcompliance.com. Any other questions should be directed to the relevant HR contact in your organisation.

As well as completing this on-line course, it is also important that you familiarise yourself with any relevant workplace policies, as you are expected to comply with these. If you have any questions about these policies, please speak to your manager or relevant HR contact.

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Salt Web® contains fictitious characters and companies which are designed as training aids. The fictitious characters and companies typically appear in screens titled "Meet the Players" and in hypothetical scenarios where users are required to answer questions. Any resemblance between these fictitious characters and companies and any person living or deceased or any company, venture, business or partnership is purely coincidental.

Home screen welcome message.

The screenshot shows the 'My Training' page of the Salt WEB compliance training program. At the top left is the Catholic Commission For Employment Relations logo. At the top right is the 'Salt WEB' logo. A blue navigation bar contains links for Home, My Training, Administration, Reports, Links, Help, and Exit. Below the navigation bar, the page is titled 'My Training' and states 'You have chosen CCER Child Protection, your requirements are as below'. A table lists the modules with their status and due dates. A sidebar on the right contains a 'Salt Compliance' menu with links to Home, My Training, and My Report. A status key at the bottom explains the icons used in the table.

Catholic Commission For Employment Relations

Salt WEB

Home My Training Administration Reports Links Help Exit

My Training

You have chosen CCER Child Protection, your requirements are as below

Module	Begin		Quick Facts	Last Pass Date	Quiz Due
	Lesson	Quiz			
Introduction to Child Protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		05 Dec 2015
Understanding mandatory reporting - Risk of Significant Harm	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		10 Mar 2016
Working with Children Check - The Check	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		13 Jan 2015
Complaints involving staff members and the NSW Ombudsman Act	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		13 Jan 2015
Other important Child Protection issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		13 Jan 2015

Status Key

Not Started In Progress Completed New Content

Expired Passed Failed

Salt Compliance

Home

My Training

My Report

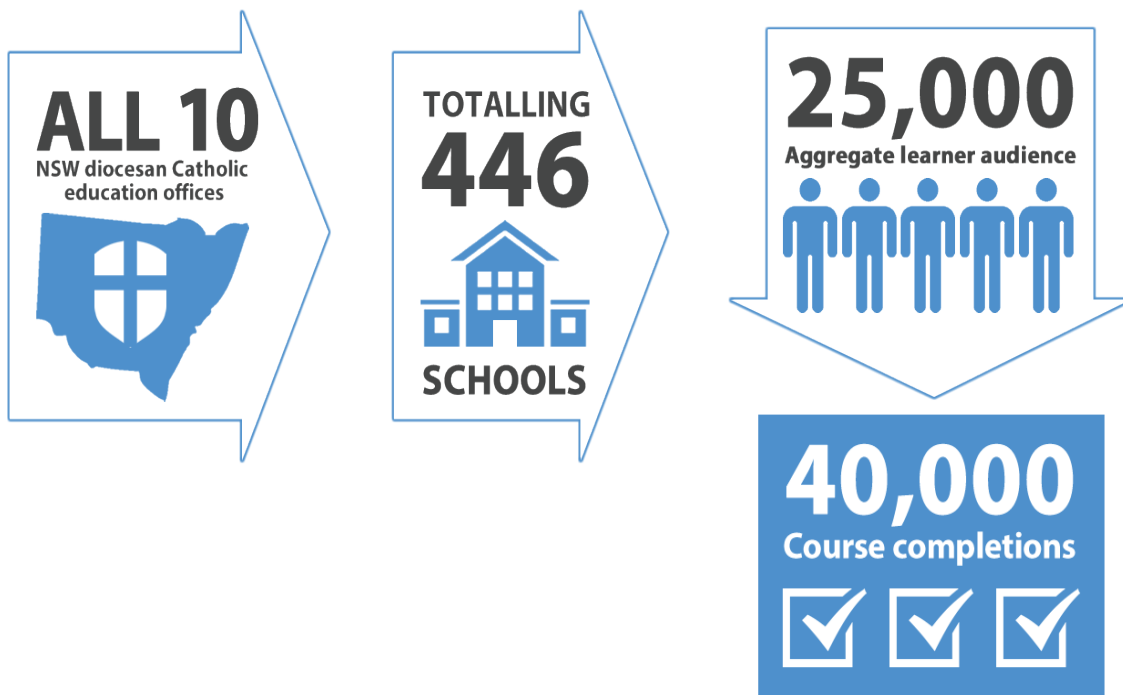
Course overview page.

AN IMPROVEMENT IN EMPLOYEES PERFORMANCE

Teaching staff were able to access and use a valuable training resource at their convenience and claim Teacher identified professional development (PD) through BOSTES or, where their education office or school is an endorsed provider, claim QTC Registered PD.

MEASURING SUCCESS

The learning was assessed by each education office and independent school to satisfy their requirements for training prior to them committing to an implementation. To date, all ten NSW diocesan Catholic education offices and their associated schools have implemented Salt Compliance, in addition to 12 independent schools, totalling 446 schools, reaching an aggregate learner audience of over 25,000, generating over 40,000 course completions.



The feedback from CCER and its clients has overall been positive, and the performance criteria have been met.

The screenshot shows a digital interface for a lesson titled "CCER WORKPLACE BULLYING". The header includes the "Catholic Commission For Employment Relations" logo and navigation links: "Scenario 3", "HOME", "HELP", "QUICK FACTS", and "CONTENTS".

The main content area features a scenario description: "Click on Sora below for more information about the scenario." Below this is a photo of a woman (Sora) looking distressed. To the right of the photo is a social media post from "Jordan" with the text: "Shouted Tyler lunch today for his birthday. Good thing the new office fatty wasn't there or the bill would have cost us twice as much!!". Below Jordan's post is a post from "Alice" with the text: "I even get sick watching her eat on her own. Don't think I could have stood it if she was there".

At the bottom of the scenario area, a text box states: "According to *We Build's* social network interface, seven other people have seen the photo but haven't said anything about it."

The interface includes navigation arrows (left and right) and a footer that says "Page 12 of 25" and "Consider this scenario as you read the next pages..."

Screenshot of a lesson page.

MEETING BUDGET CONSTRAINTS

GRC Solutions and CCER entered into a pricing arrangement which produced a commercially viable solution for both small and large organisations whilst at the same time recognising CCER's status as a not-for profit organisation. Pricing for unique site deployments for larger education offices also met with their approval and funding.

The screenshot shows a lesson page from the Catholic Commission For Employment Relations. The page title is 'CCER WORKPLACE BULLYING'. The main content area is titled 'Accomplices' and includes a navigation menu with 'HOME', 'HELP', 'QUICK FACTS', and 'CONTENTS'. The main text explains that bullies sometimes have accomplices who either directly or indirectly encourage the bullying, and can reinforce the idea that his or her treatment by the bully is normal practice. There are two types of accomplices. Below this text are two circular images of men. The first man is wearing a green shirt and has his hands on his head, representing an aggressive accomplice. The second man is wearing a blue shirt and has his hands outstretched, representing a passive accomplice. Below these images are two text boxes: 'Aggressive accomplices will either openly support the bully or join in the bullying conduct themselves. This behaviour would be considered bullying in its own right.' and 'Passive accomplices are aware of the bullying and do not do anything to stop it. Anyone who fails to act, is a passive accomplice.' At the bottom of the page is a 'REMEMBER' box with an exclamation mark icon, stating: 'Even if you do not join in, your silence could further harm the target of the bullying.' The page number 'Page 14 of 25' is visible at the bottom center.

Screenshot of a lesson page.

INNOVATION AND EFFECTIVENESS OF THE TECHNOLOGY

The Client Services team at GRC Solutions was able to engage with each individual education office and independent school to establish and ensure that their IT infrastructure could support a Salt Web deployment and also to provide administrator training to nominees for user maintenance and compliance reporting.

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