

Category 2: Industry Excellence in Consulting, Research or Education

Successful Starts

SPA Onboarding and Successful Starts Enhancement

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Stabilised Pavements of Australia



2022 AustStab Awards of Excellence

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Overview

- SPA recognises the importance of the onboarding and early employment experience of new starters and how this contributes to their satisfaction, engagement and contribution to the workplace.
- Successful Starts is a tailored program for field staff that incorporates the entire employee experience from recruitment to the end of probation. The program improves their onboarding experience and sets up their early learning experiences as well as providing continued feedback on the program itself.



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Objectives

Standardisation of onboarding processes across multiple regions

Improved efficiency of new employee task workflows

Enhanced internal Verification of Competency (VOC) process

Improved engagement of all new starters

Continuous improvement of program to ensure effectiveness

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Initiatives Undertaken

1. Mapping of all onboarding workflows:
 - Regulatory and Compliance (licenses, SWMS, SOPs, Policies, etc.)
 - Training and VOC's (Training Plan, Staff Competency Matrix, Logbooks, etc.)
 - Equipment (Fuel cards, safety bags, uniforms, etc.)
2. Review of online learning requirements
(Inductions, Key Safety Items and other online modules)
3. Development of formal onboarding structure and subsequent training for managers and supervisors
4. Implementation of new classification Enterprise Agreement (EA) structure

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Initiatives Undertaken

5. Implementation of regular reporting:
 - Weekly reporting on national training status updates for operations managers
 - Fortnightly reporting of onboarding, successful starts, VOC, probation and upskilling actions and outcomes
6. Development of automated training log books with weekly, self service logged hours reporting



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Challenges of the Operating Environment

- 6 regions with differing local operating environments
- Workforce shortages and limited resources
- Integration of 3 Software Platforms into system
- Regional variances in relation to process compliance



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Evidence of Success



Supported growth period without additional resources required to manage significant increase to headcount



Successful implementation of an integrated internal training process and automated VOC assessments



New employees' compliance requirements substantially improved

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Supporting Data

- Induction completion rates prior to commencement or on first day:
 - 93% Online Induction completion
- Increase in Headcount:
 - New Starters 2019 – 31
 - New Starters 2021 – 105
- Higher participation of new starter VOC assessments within first 3 months
 - 54% completion rate of onboarding feedback completed
 - 95% completion rate for compliance requirements within the first week



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SUCCESSFUL STARTS FRAMEWORK



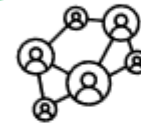
Recruitment

Attract and hire the right talent



Pre-onboarding

Introduce the organisation and complete compliance and regulatory requirements



Onboarding

Define role and responsibilities and familiarise with business systems and processes



Sustainment

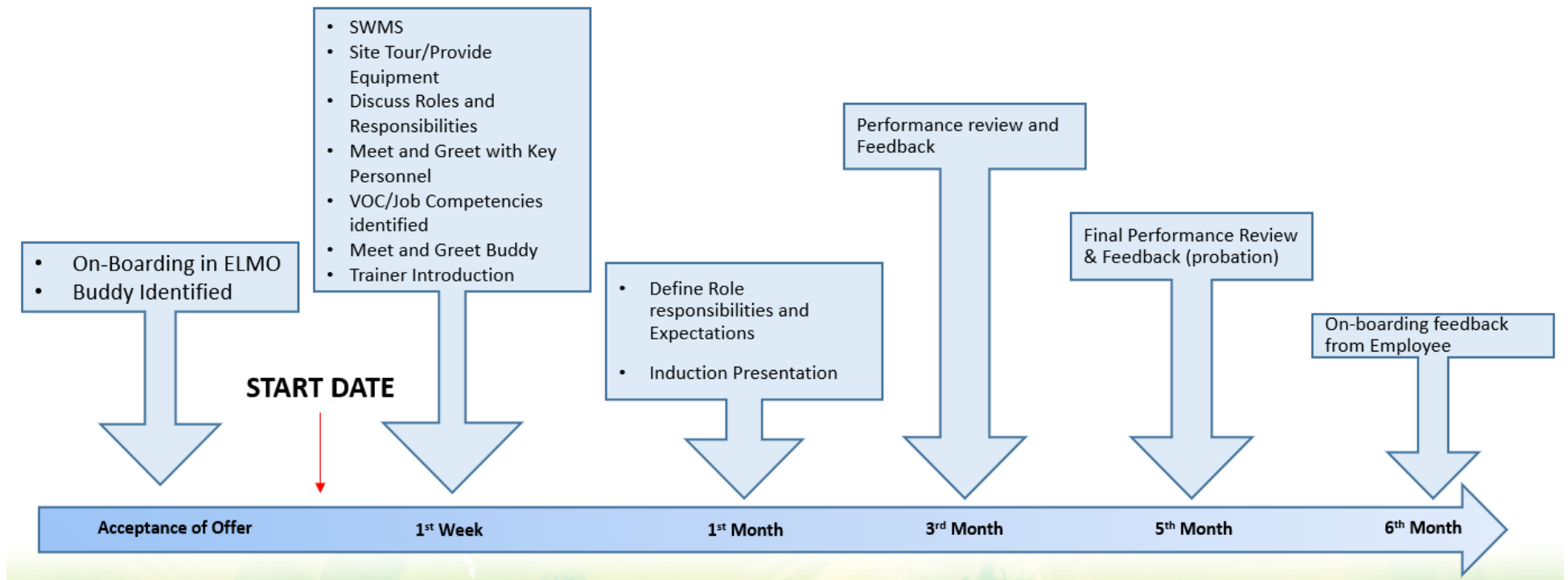
Personalised support and training for future growth and professional development.



Integrated training and development plans

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Successful Starts Timeline



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