



QUT STAFF PARTICIPATION IN EQUITY TRAINING AND AWARENESS ACTIVITIES

2015



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1. INTRODUCTION

The Equity Services Department provides a variety of training programs related to equity in higher education and managing staff and students at QUT. This is part of the University's commitment under the *QUT Blueprint*¹ and *Aboriginal and Torres Strait Islander Action Plan* to foster an environment which encourages and promotes equity, cultural diversity and creates a discrimination-free environment where all staff and students can prosper.

Equity training includes:

- **equity awareness** with a focus on understanding equity, corporate and personal equity responsibilities, and improving skills for implementing equity
- **Reconciliation and cultural diversity programs** with a focus on Indigenous issues and Reconciliation, and increasing awareness of and respect for cultural diversity
- **career planning and development** for female staff to promote opportunities and develop skills for women.

Delivery options for equity training include online and face-to-face training.

There was a continued focus on events and activities focusing on cultural diversity and anti-racism this included increased awareness of EO Online as required training for staff and increased delivery of the *Cultural Competence Workshop for QUT Staff (CCW)*. These two training programs are required training for all QUT staff and reflect QUT's commitments through the *QUT Blueprint* and QUT's commitment to Reconciliation under the *QUT Aboriginal and Torres Strait Islander Action Plan*².

The Equity Services Department also highlights equity and social justice issues throughout the year which are relevant to staff and students. These include annual celebrations and awareness-raising around significant dates such as International Women's Day, Reconciliation Week, Pride Month, Anti-poverty Week and Disability Action Week developed in partnership across QUT. These activities provide access to information via stalls, seminars, forums and cultural performances across all QUT campuses.

The Equity Services Department's training and awareness activities are consistent with [QUT's Blueprint](#) and [Aboriginal and Torres Strait Islander Action Plan](#) in providing a work and study environment that values Indigenous perspectives, diversity, equity and social justice through learning.

This report outlines staff participation in all these activities in 2015.

2. 2015 – A SNAPSHOT

Participation in equity training increased in 2015 with **1683 individuals** undertaking training (an increase from 926 staff engaged in equity training in 2014). Some staff participated in multiple training sessions with **2201 instances** of training in total (in 2014 there were 1179 instances of training).

968 attendees for face-to-face training and **1037** individuals completed *EO Online: fair play on campus* (self-paced online modules 1 and/or 2). Participation in awareness-raising events such as International Women's Day and Reconciliation Week increased from 2800 staff and students in 2014 to **2957** in 2015 (see Section 5).

EO Online participation is one of QUT's required training programs³. The program is part of QUT's commitment to reduce the potential for harassment and discrimination in the workplace and support compliance with Anti-Discrimination legislation. In addition, EO Online is one of QUT's strategies for complying with the *Workplace Gender Equality Act 2012 (WGEA)* and enables QUT to apply for the *WGEA Employer of Choice for Gender Equality* (a citation QUT has held continuously since 2001).

¹ QUT Blueprint 4 is available at www.qut.edu.au/about/strategic-ambitions/blueprint-for-the-future

² *ibid*

³ The complete list of required training is available at <https://qutvirtual4.qut.edu.au/group/staff/people/new-to-qut/welcome-to-qut/your-employment/required-training>

3. FACE-TO-FACE TRAINING IN 2015

Attendance at face-to-face training increased dramatically this year with Equity Services delivering **50 workshops** in 2015. This is mainly due to additional Cultural Competence Workshops being rolled out via departmental units.

Participants also attended *Assertiveness at Work for women* (one workshop), *Supporting Low-income Students at QUT* (one workshop) and *Supporting Students with a Disability, Injury and Health condition* (two workshops). Only small offerings of these programs were available in 2015 due to pressure on staffing.

An outline of the course descriptions is outlined in Appendix 1.

TABLE 1: ATTENDANCE BY COURSE, 2015

Course Description	# of course offerings	Total*
Assertiveness at Work for Women	1	26
Cultural Competence Workshop	46	923
Supporting Students with a Disability, Injury or Health Condition	2	34
Supporting Low-Income Students at QUT	1	22
Total	50	1005

*Participants may have attended multiple workshops.

Those who did attend face-to-face training provided positive feedback in terms of knowledge and skills gained and practical application to their work.

ATTENDANCE

A greater number of male staff attended face-to-face training in 2015 with 33% male, 66% female and <1% other⁴. Professional staff attended training in greater numbers (88.65%) than academic staff, with women making up the majority of attendees in both staff groups. Table 2 shows the number of attendees by staff type (i.e. academic or professional) and by gender who attended each training session.

TABLE 2: ATTENDANCE NUMBERS BY TRAINING SESSION (FACE-TO-FACE ONLY), STAFF TYPE AND GENDER, 2015

Course Description	Female		Male	
	Academic	Professional	Academic	Professional
Assertiveness at Work for Women	19.23%	80.77%	n/a	n/a
Cultural Competence Workshop	7.27%	58.03%	3.36%	31.34%
Supporting Low-Income Students at QUT	13.64%	59.09%	0.00%	27.27%
Supporting Students with a Disability, Injury or Health Condition	14.71%	50.00%	8.82%	26.47%

Divisions were key targets for CCW training in 2015, so a number of divisions have high numbers of staff undertaking face-to-face training in 2015. This includes Technology, Information and Learning Support with 316 staff completed CCW training, 172 from Administrative Services, 73 staff from Research and Commercialisation and 74 staff from International and Development. Significant numbers of staff from Science and Engineering also participated in CCW training (137), 66 in Health and 63 in Law.

⁴ In response to [Australia's national guidelines regarding the recognition of sex and gender](#) QUT now recognises a third 'gender' category (X) which acknowledges that individuals may identify and be recognised within their community as a gender other than male or female. That is, individuals may identify as, for example, intersex, transgender, or gender diverse. People may also choose 'Other' in data fields commonly referred to as gender and use an additional title option (Mx). **Where staff identifying as X constitute less than 5 or <1% this information will not be shown in graphs to ensure privacy.**

Table 3 shows the number of staff who attended one or more face-to-face Equity training session in 2015, by organisational area and staff type.

TABLE 3: NUMBER OF STAFF WHO ATTENDED TRAINING SESSIONS IN 2015 BY ORGANISATIONAL AREA AND STAFF TYPE

Faculty, Division or Institute	Academic		Professional	
	#	%	#	%
Administrative Services	-	0.00%	184	100.00%
Caboolture	-	0.00%	2	100.00%
Chancellery	1	12.50%	7	87.50%
Creative Industries Faculty	1	20.00%	4	80.00%
Division of Finance and Resource Planning	-	0.00%	3	100.00%
Division of International and Development	6	7.59%	73	92.41%
Division of Research and Commercialisation	1	1.32%	75	98.68%
Faculty of Education	1	100.00%	-	0.00%
Faculty of Health	34	39.53%	52	60.47%
Faculty of Law	33	49.25%	34	50.75%
Institute for Future Environments	-	0.00%	3	100.00%
Institute of Health Biomedical Innovation (IHBI)	1	33.33%	2	66.67%
QUT Business School	1	5.26%	18	94.74%
Science and Engineering Faculty	36	25.35%	106	74.65%
Technology, Information and Learning Support	-	0.00%	327	100.00%
Total	115	11.44%	890	88.56%

4. PARTICIPATION IN ONLINE TRAINING IN 2015

An online training program covering equity basics was first introduced at the end of 2006. *EO Online: fair play on campus* is a self-paced training package which has an introductory module for all staff (Module 1) and a module for managers and supervisors (Module 2). At the beginning of 2015, *EO Online* was listed as required training for all staff in order to ensure QUT meets its obligations as an equal opportunity employer. In 2015, **1037 individuals** completed *EO Online* (an increase from 870 individuals who completed in 2014). **Total completions were 1196** (1017 in Module 1 and 179 in Module 2) with some staff completing both module 1 and 2.

This section refers to completions rather than individuals.

Again women make up a greater number of participations (58.86%) and more professional staff attended (85.03%) than academic staff. Table 4 shows the participation numbers by faculty, division and institute.

The Division of Technology, Information and Learning Support has the highest number of completions (470) because of their internal policies around training whereby it is part of their induction and PPR processes. The divisions of Finance and Resource Planning and Research and Commercialisation also had significant numbers (100 and 105 respectively); as did the Faculty of Health with 125 completions and Law with 97.

Overall, QUT's completion rate of 12.30% for 2015 is a strong improvement on the 2014 figure, however some faculties and divisions should consider local strategies to improve completion rates of staff.

TABLE 4: NUMBER OF STAFF WHO COMPLETED EO ONLINE IN 2015 BY ORGANISATIONAL AREA AND STAFF TYPE

Faculty/division/institute	Academic	Professional	Total	Total no. of staff*	% of staff who completed EO Online
Administrative Services		93	93	1449	6.42
Caboolture		2	2	115	1.74
Chancellery		11	11	232	4.74
Creative Industries Faculty	2	37	39	946	4.12
Division of Finance and Resource Planning	1	99	100	270	37.04
Division of International and Development	7	98	105	489	21.47
Division of Research and Commercialisation	2	15	17	139	12.23
Faculty of Education	10	8	18	378	4.76
Faculty of Health	55	70	125	1897	6.59
Faculty of Law	62	35	97	406	23.89
Institute for Future Environments		4	4	160	2.50
Institute of Health Biomedical Innovation	8	24	32	81	39.51
QUT Business School	5	28	33	783	4.21
Science and Engineering Faculty	27	23	50	1715	2.92
Technology, Information and Learning Support		470	470	660	71.21
Grand Total	179	1017	1196	9720	12.30

*Source: QCR statistics on staff headcount excluding visiting/adjunct with unique count of staff

5. AWARENESS-RAISING ACTIVITIES IN 2015

The Equity Services Department hosted its usual suite of events to raise awareness around significant equity issues. Sessions included information stalls for staff and students, seminars, forums and cultural performances. These events highlight social justice issues relevant to the QUT community and are also significant on national and global agendas.

In 2015, participation by students at events such as Orientation, financial support seminars, and Anti-poverty Week was high. And increased staff numbers attended Reconciliation Week activities and a special event to recognize all Queensland universities committing to the *Racism. It stops with me* campaign.

TABLE 5: NUMBER OF ATTENDEES AT EQUITY SERVICES EVENTS IN 2015

Event	Attendees (numbers are approximate)
Equity information stalls for Orientation and info hubs at Welcome Week*	1650
Financial support seminars for Orientation*	300
International Women's Day	92
Pride Month @ QUT (forum & Orchids screening)	87
'Racism. It stops with me' with guest speaker Dr Tim Soutphommasane, Australian Race Discrimination Commissioner	158
Reconciliation @ QUT (includes events organised with multiple areas at QUT)*	670
Total	2957

*events held over one week at each of QUT's campuses

7. TIME SERIES DATA

Graph 1 below shows the trend in participation in equity training over the past five years. 2015 now sees a considerable increase in participation for the first time in 4 years. This is due to *EO Online* status as required training in 2015 as well as the introduction of new Cultural Competence Workshops.

Table 6 shows the percentage of staff undertaking equity training as a proportion of all staff (excluding casuals). The percentage is significantly lower when all staff (including casuals) are calculated.

GRAPH 1: TOTAL PARTICIPANTS OF EQUITY TRAINING 2011 – 2015

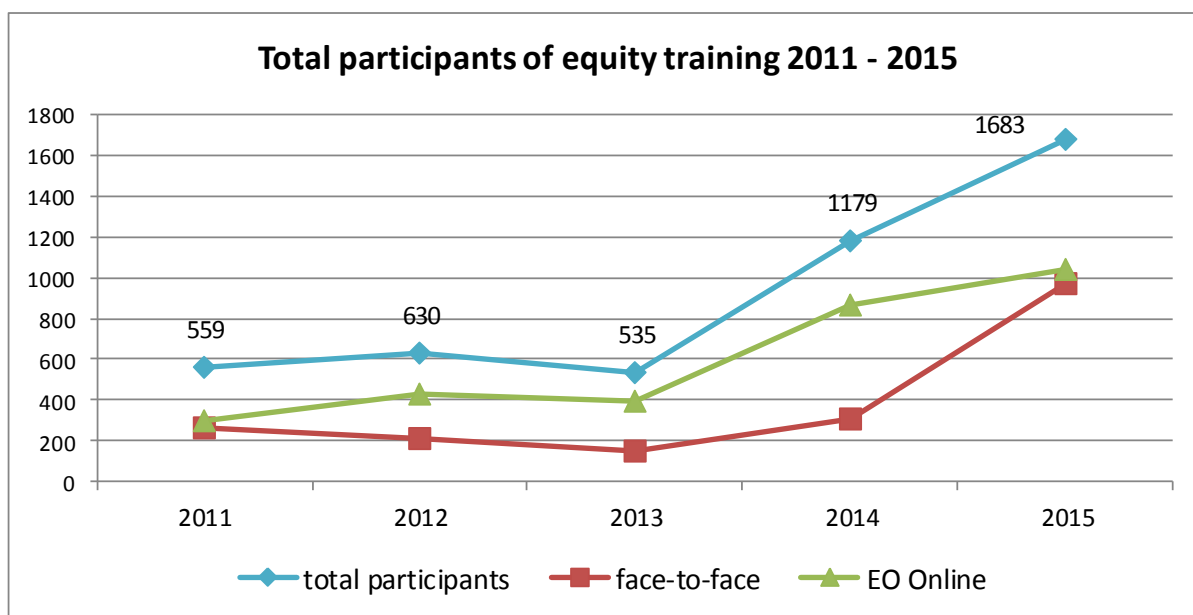


TABLE 6: STAFF UNDERTAKING EQUITY TRAINING AS A PERCENTAGE OF TOTAL STAFF 2011– 2015

	2011	2012	2013	2014	2015
Number of training sessions	7	7	8	18	50
Total participants	559	630	535	1179	1683
face-to-face	259	210	145	390	968
EO Online	300	430	390	870	1037
Total staff (headcount INCLUDING casuals)	9,385	9,451	9,973	10,889	9720
% of total staff (headcount including casuals) who completed Equity Training	6%	7%	5%	11%	17%

6. CONTINUOUS IMPROVEMENT

THE IMPORTANCE OF EQUITY TRAINING

Equity training contributes to *QUT's Blueprint*⁵ vision and values for social justice and equal opportunity in all spheres of activity. QUT also has a responsibility to foster a work and study environment which is free from discrimination and complies with anti-discrimination legislation more broadly. Completion of required training such as *EO Online* is also important for QUT in retaining its *Employer of Choice for Women* citation (an award that QUT has held since 2001). As a diverse workplace, and as a higher education institution, QUT has a responsibility to ensure that both staff and students are aware of their rights and responsibilities and contributes to their organisation in a positive way.

Staff may be personally liable in situations where complaints are made and reasonable steps are not taken to combat discrimination or harassment. Furthermore, managers and supervisors have additional responsibilities relating in managing discriminatory behaviours or practices that occur under their management, particularly if they have not instituted appropriate induction and PPR processes to ensure staff compliance.

FEEDBACK AND REVIEW

Each year Equity Services reviews its training programs for continuous improvement purposes.

Face-to-face training programs provide staff with essential knowledge and skills development around equity and social justice policy and frameworks for application in their sphere of activity at QUT and are equally important for all staff. On the whole the feedback from participants about the workshops is positive. Staff enjoy the interactive nature of the programs with a focus on the range of policies and strategies to support staff and students at QUT. They also consistently comment positively on 'real world' examples and focusing on equity issues as they related to their own sphere of activity within QUT.

QUT's Cultural Competence Workshops will continue to be rolled out across organizational units in 2016 in support of *QUT's Aboriginal and Torres Strait Islander Action Plan*. We will also be looking for new ways to present information and engage staff and students especially given issues such as time to attend training that staff cite as one of the key reasons for non-attendance.

EO Online is now required training and a continued increase in engagement with this program is expected. Managers and Supervisors are encouraged to ensure staff complete the program at some point in the year. This includes providing support to part-time or sessional staff.

CHALLENGES

The most common issue cited by staff is getting the time away from duties to participate in training. In particular, sessional and part-time staff have trouble scheduling time for training. Some staff do not see the relevance of equity training to their day-to-day activity and some supervisors do not give sufficient priority to equity training or include it in PPR discussions (where the relevance and compliance of equity training could be drawn).

Lack of compliance with basic equity training can lead to discrimination which can have far-reaching consequences including low productivity, poor cohesiveness, unfair work practices, financial loss and impact on people's health and wellbeing. *EO Online: fair play on campus* can assist in reducing these risks. All equity training provides practical ways to support QUT's vision of an organisation which promotes equity, diversity and social justice in education and training.

⁵ QUT Blueprint 4 and the QUT Aboriginal and Torres Strait Islander Action Plan is available at www.qut.edu.au/about/strategic-ambitions/blueprint-for-the-future

8. RECOMMENDATIONS

The provision of equity training and development programs is an important strategy for meeting QUT's equity goals. It also has an important role in reducing the risk of discrimination-related complaints on campus and developing an inclusive culture across the University. Managers and supervisors have a responsibility to ensure they have completed the appropriate training themselves as well as including it in induction processes and Performance Planning and Review (PP&R) processes for their staff.

The following recommendations can assist managers and supervisors to meet their equity commitments:

- ensure staff undertake *EO Online: fair play on campus*, modules 1 (for all staff) and 2 (for supervisors/managers; optional for others). This includes making appropriate arrangements for casual professional staff and sessional academic staff. New staff should complete this program as part of their induction process and all other staff should refresh their knowledge every 3 years.
- include equity issues as a regular agenda item on staff committees and ensure staff are well-connected to their faculty or divisional equity committee.
- provide opportunities for staff to participate in equity events and develop local initiatives in conjunction with their faculty or division equity committee
- Encourage and support all staff to attend at least one face-to-face training session each year as part of the PPR process. Most face-to-face sessions are under 3 hours. Again, making provisions for casual or sessional staff is important.
- Consider organising group sessions within faculties and divisions tailored to meet local requirements.

9. FOR MORE INFORMATION

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APPENDIX 1 – EQUITY TRAINING COURSE DESCRIPTIONS

Ally Network Seminar

The Ally Network is an initiative aimed at supporting staff and students who identify as lesbian, gay, bi-sexual, transgender, intersex or queer (LGBTIQ). Ally Network members are trained to provide LGBTIQ staff and students with confidential support. They also promote general awareness amongst the QUT community about providing a safe and respectful work and study environment regardless of sexual orientation or gender identity. You do not have to identify as LGBTIQ to be an Ally.

Assertiveness at Work for Women

Traditional social expectations do not encourage women to communicate assertively or to actively pursue their own needs. Acting assertively isn't about speaking loudly or bullying. It's about standing up for your rights without violating the rights of others. This module is offered to encourage and skill women to assert themselves without being aggressive.

EO Online: fair play on campus

EO Online is a self-paced online equal opportunity training program for higher education employees. It contains real life examples and employs interactive learning techniques. EO Online consists of two modules. Module 1 is for everyone. Module 2 is specifically aimed at supervisors and managers. Modules include understanding your rights and responsibilities at QUT, how to prevent discrimination and to deal with grievances. This is required training for all QUT staff. Staff must re-visit EO Online every 2 years to refresh their knowledge. Each self-paced module takes about 50 to 60 minutes.

Grievance Resolution

QUT's grievance resolution procedures have a common policy framework and three separate sets of procedures. These procedures prescribe how to manage different types of grievances at QUT. For example, staff-related grievances (HR), grievances such as discrimination and harassment (Equity) and student issues (Student Ombudsman). All incorporate three steps in the grievance resolution process. This training assists managers to understand the relevant policy and procedures, understand their role in the resolution of grievances, and know when to seek additional assistance.

Cultural Competence Workshop for QUT Staff

This training program aims to assist staff to understand QUT's commitment to Reconciliation and QUT's *Aboriginal and Torres Strait Islander Action Plan*. Key topics include understanding Reconciliation, valuing Indigenous knowledges and cross-cultural competence in the workplace. Prerequisite courses include EO Online and a workshop preparation booklet available from <https://sharepoint.qut.edu.au/divisions/das/equity/ccw>

Supporting students with a disability, injury or health condition

The number of staff and students with a disability, injury or health condition at QUT is increasing each year, as are the variety and complexity of their support needs. Consequently, more staff will be interacting with students with a disability and be involved in the arrangement of their support services. This session aims to increase staff awareness of the services provided for students with a disability, injury or health condition and the associated roles and responsibilities of staff.

Supporting Low-income Students at QUT

QUT has a long-standing commitment to providing access and support to students from equity target groups especially students from low-income backgrounds. Poverty can have a serious impact on the ability of students to cover study costs, attend classes, devote time to study and to perform well. It can be a serious deterrent to staying and completing successfully. As staff at QUT we are all concerned about how to best assist students in need. This session provides practical information to staff about the financial support strategies QUT has in place to assist students including welfare support, faculty-based strategies, support services and scholarships.