Maynooth University
People Development Guide for Staff

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Fee Remission Policy and Form
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Employee Wellbeing

Contact Details

People Development, Human Resources

Website: People Development

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Definitions

Head of Department means the Head of an academic department/school or the Head of an administrative department to which the staff member is assigned.

Nominee shall be understood to mean the person to whom the Head of Department has nominated in their place to carry out the role, as if they were the Head of Department. In many cases this will be the line manager.

Soft skills or **professional skills** refer to skills such as, management, interpersonal and professional development skills such as leadership, project management and communication skills.

1. Introduction

The purpose of the People Development unit in Human Resources (HR) is to provide a suite of development initiatives for staff that meet the objectives set out in the University Strategy. This 'How to Guide' highlights the services offered by People Development and how staff can engage with these services.

The objectives of the People Development unit are to:

- Provide learning and development activities in response to recommendations and actions from departmental and university-wide review processes, including the Strategic Plan and the institutional review.
- Reflect University and wider, national strategies in our internal learning/development activities.
- Meet the learning and development needs of staff throughout the employee lifecycle.
- Provide a blended learning approach to supports on a 70:20:10[1] basis, such as, new and challenging experiences, exposure through networks, sharing, mentoring, coaching and structured training courses.
- Support the recruitment and retention of staff.
- Support staff to develop in their roles and to adapt to the changing needs of the University.
- Support competency development in key areas relevant to the staff member's role.
- Invest in leadership and management structures and development appropriate to the challenges facing a modern, medium-sized university.
- Support career progression for staff.
- Promote a culture of continuous development and learning.

The Equality & Diversity policy aims to ensure staff have equal access to learning and development opportunities appropriate for their professional development regardless of any of the nine equality grounds. The University will endeavour to ensure that services provided are inclusive and accommodate the diversity of staff.

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[1] 70% of development through learning from experience, 20% through learning from others and 10% through learning from courses, further education.

2. Key Services of People Development

- Training Needs Analysis
- New staff supports
- Professional Development/Soft skills courses
- Employee wellbeing supports
- MU skills seminars - seminars on MU specific topics
- Department specific courses
- Leadership and Management development
- Mentoring
- Coaching
- Networks
- Career Development
- Education Support/Fee Remission
- IT Skills training (MS Word, Excel, PowerPoint, Outlook and Planner)
- Pre-retirement planning
- 'How to' guides
- Policy Development
- E-learning courses
- Service Excellence and innovation Awards
- Measuring impact of development initiatives

The overall approach of People Development in the University is a blended learning approach. There are many different types of learning and development activities that support and contribute to an individual's ongoing professional development. These include;

- *hands-on* experience, which allows staff discover and refine their job-related skills, make decisions, address challenges and interact with influential people such as managers and mentors through cross institutional projects and participating in committees.

- *learning from others* through mentoring, coaching and interaction with peers and

- *formal instruction* in the shape of classroom and online learning.

People Development is also achieved through centrally resourced benefits through HR, including paid study and examination leave, paid/unpaid sabbatical leave; financial support for courses leading to professional and/or an academic qualification.

There are a number of compliance-based courses available to staff including Health & Safety courses, IT Security Awareness, The Freedom of Information Act Overview and The General Data Protection Regulation Act 2018 course. These are run outside of People Development, HR. A number of departments provide development support to staff including Teaching & Learning, EDI and the Library. Information pertaining to these courses is available on the Employee Course Directory.

3. Applying to Attend a Course

A course outline for each course offered by People Development is available on the Employee Course Directory. It includes a course description, course objectives, location, times, and booking information. Activities organised by People Development will take place during normal working hours on the North

or South Campus or online. Typically, full day courses take place between 09.30 – 16.30. In general, the scheduling of courses is based on running as many relevant courses as possible within budget and that can be supported by People Development throughout the year. As departments and different categories of staff will have different periods when they are particularly busy, it is difficult to find a time that meets everyone needs for running courses. To balance this, we run courses during and outside of semester, over the 12 months of the calendar year, running courses with high demand multiple times.

It is recommended that the course a staff member requests to attend, is related to their current role, has been identified by the staff member and their Head of Department or nominee as a skills gap/competency requirement or as a skill/competency that will be required in the near future, as part of their Developmental Review or probation conversations. This will allow us to prioritise those who require the course and ensure the learning outcomes are put into practice on the job.

Please note that the staff members manager/Head of Department needs to be aware of any planned absence from the area, please discuss attendance with the Head of Department or their nominee *in advance* of booking onto any course. Please also ensure workload is considered before booking a place on a course. Participants are required to ensure their current workload is not impacted, if attending a course. Staff participate in the full knowledge and understanding that the course is likely to require a time commitment away from work.

Applications should be made through the Employee Self Service (ESS) under the Learning & Development tab (pencil icon). A MU username and password is required to log in. Further information on using the online booking system is available in the ESS L&D User Guide.

1. Log in to your Employee Self Service portal

2. Click the **Learning & Development** tab on the left-hand side

3. Type the course code or course name into the **Keywords** search field and click **Search.** e.g. Project Management

4. In the **Book a Course** window, select the course and date you wish to attend by clicking on the 3 dots menu and then on the **Request to Attend Course** option.

5. Complete your **Request Details -** Reason to attend (Employee Request)

You only need to complete the Comments area if you have and any specific requirements (access or where there will be catering, dietary requirements). This will be accommodated where possible.

If the course is on ESS but is not currently scheduled, you can add your name to the waitlist for when the course runs again. **To add you name to a waitlist** click on waitlist option for course and complete step 5 above.

6. Click **Submit**

You will receive an email associated with your personnel profile, to confirm your request to attend the course has been received and a confirmation email when you have been approved on the course by People Development.

If you receive notification that you have been wait-listed after requesting a specific date, this will be due to a large number of requests for this date. You will be prioritised for the next available date; or possibly offered a cancellation on the date you initially requested.

We offer a light lunch on our full day **classroom** courses which consists of sandwiches, wraps, tea /coffee. We endeavour to accommodate allergies including coeliac, shellfish/nut allergies and

vegan/vegetarian staff. However, we rely on the capacity of providers in this regard. Participants are encouraged to make their own arrangements where this better meets their requirements.

When the course is completed, the staff member should complete an online evaluation form, a QR code is provided by the facilitator on the course. This code and/or a link to the evaluation form will also be emailed to participants after the course. It is important to complete this feedback form to ensure we are meeting the needs of staff. If there is a matter you would prefer to talk to us about, please email learning.development@mu.ie to arrange a call or call us on ext. 4570 to discuss.

4. Funding and Cancellation Fees

The budget for People Development is managed within HR. The cost of the majority of seminars and courses is covered by this budget and there is no charge to the individual/department for courses offered by People Development. However, a cancellation fee may apply in certain instances, to ensure value for money is achieved and that places are filled on each course.

Please note that each place on a course represents a cost to the University.

If an staff member is unable to attend an activity, they should let People Development know at least 3 working days beforehand by cancelling the place online through the Employee Self-Service (ESS) so that efforts can be made to fill the place.

If a staff member needs to cancel within 3 working days, they will need to contact People Development directly by email learning.development@mu.ie, as a cancellation fee may apply. If sufficient notice is not given (more than 3 working days), €150 may be charged to the staff members department to reimburse the cost of their non-attendance. Extenuating circumstances will be taken into consideration. The Head of Department will be notified, and the cancellation fee will be taken from the Department budget (within a month).

All University departments have independent budgets, and these can be used to support specific and specialised learning and development requests within the department upon consultation and authorisation from the Head of Department or their nominee.

5. Department/Team Supports

All courses offered by People Development can be tailored to meet the needs of a Department or a Team.

If a course is required by a particular department, it can run at a time that works for the department. This will allow for flexibility for specific courses to be run when required in departments. This may be an option if there are 6 -12 people in a department who wish to avail of a particular course People Development offers. The Department would then cover the cost.

Any activity that is required on a team or department basis, can be discussed directly with us.

Please contact People Development to discuss this option further.

6. Course Evaluation

Courses are evaluated on a number of levels through evaluation forms, consultation with individuals and regular feedback from managers/Heads of Department.

The feedback will be used to continuously revise and improve the courses and ensure they meet the needs of those attending and are constantly evolving.

We welcome all feedback and suggestions to learning.development@mu.ie

7. Further Information

New Employee Information

Starting in Maynooth University

Before You Start

Getting Started

Induction Checklists

Occasional Staff Induction Checklist

Employee Wellbeing

Employee Wellbeing Supports

Wellbeing Seminars

Wellbeing e-learning courses

Leadership & Management

Leadership & Management Supports

Heads of Department Supports

Mentoring

People Development Courses run across the University

Employee Course Directory

People Development Soft Skills/Professional Skills Courses

L&D Guides and Useful Resources

E-learning

Supports for Researchers

Career Development Supports