

## **Internal Guidelines**

### **Development and implementation of CLCNSW training activities and programs**

#### **Purpose**

To explain how training activities and programs are identified, chosen, prioritised and delivered for the CLCNSW Sector Development Program.

#### **Rationale for the SD function**

The CLCNSW Sector Development Program (SDP) exists to support the sustainability and development of the CLC sector in NSW. Its aims are to:

- Strengthen the organisational capacity of and relationships within the sector,
- Support the systemic and strategic needs of the sector, and
- Facilitate the work and career development for all staff including volunteers by providing life-long learning opportunities to equip them with the skills and knowledge to address the needs of their clients.

#### **What the Sector Development Program does:**

With an emphasis on sustainable learning and development, training, and systems, the SDP offers a range of services such as:

- Providing events such as the Quarterlies, Conferences, training days, and courses for CLC staff
- Providing support to the CLCNSW Board, committees, networks, working groups and forums
- Assisting CLCs to develop systems to run an effective and compliant public legal service in an economically efficient way (e.g. accreditation)
- Assisting CLCs to map and target areas of unmet legal need within their funded areas
- Developing and maintaining relationships with other legal sector organisations
- Providing equitable access to L&D opportunities for all CLC staff and management committee members, including financial support for travel

#### **Current training opportunities**

1. CLCNSW Quarterlies – days 1 & 2 – all staff; day 3 – Legal Training (at least 3 times a year) & Management Training (at least once a year)
2. Regular sector relevant – e.g. CLSIS; CLE; BBS
3. Governance training for individual CLC Management Committees
4. Leadership Course (with SAL Consulting)
5. Via partnerships, such as:
  - a. Legal Aid NSW (e.g. Diploma of Management, access to Learning Management System)
  - b. College of Law (Practice Management Course, currently offered annually)
  - c. Tenants' Union (Community Education training)
  - d. NACLC (CLSIS, BBS)

## How we consult with the Sector

CLCNSW develops and implements its training program through:

- A Training Needs Analysis (TNA); this is through an online survey and focus groups at the quarterlies
- Suggestions from sector working groups / subcommittees / networks
- Specific requests by email, telephone, in person (e.g. at quarterlies)
- From evaluations & feedback from other training sessions
- Suggestions from presenters / experts / CLCNSW staff / cross-sector (e.g. NLAFL&D sub-committee)
- Current awareness / professional judgement of the SD Coordinator
- Mandatory requirements – e.g. CLE regs 42 and 176; WH&S; Practice Management Course;
- Consultation with the SD Subcommittee (a CLCNSW Board subcommittee)

## How we select and prioritise topics

- **Priority**  
These are identified through formal processes (e.g. TNA, sector group, evaluation feedback) and by level of interest / number of requests.
- **Need**  
How relevant and important is it to the sector and clients?
- **Outcome**  
How will the training assist CLCs and clients?
- **Timeliness / urgency**  
Has the training been provided before? How long ago?
- **Cost & complexity**  
What will it cost, if anything, to provide the training? Can the training be arranged easily and with few complications?
- **Capacity / feasibility**  
Is an appropriate and skilled presenter available for the training? Can the training be tailored for CLC sector needs?
- **Professional judgement of SD Coordinator / CLCNSW Director**

## Resources

When available, presentations and other material from Quarterlies. Conferences and other training can be accessed via the CLCNSW website. Follow links from *Sector Development* on the home page

## Further information / queries

For further information or queries on these guidelines, please contact the SD Coordinator at CLCNSW. Phone (02) 9212 7333, email [clcnsw@clc.net.au](mailto:clcnsw@clc.net.au)