

**The Prova Human Resources Pack helps makes
People Management and HR Compliance easier**

**It provides practical Human Capital support to
financial planning practices to achieve their
growth potential through the increased
performance of their people**



**We simplify the processes around the
recruitment and retention of people by giving
access to a drop box with over 250 documents
and templates to download and re-brand as
your own**

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Prova Pack – overview of key areas

HR POLICY and PROCEDURE MANUAL

The manual will help practices establish robust structures and a basic set of rules they can use to manage their people on a day-to-day basis. This is important because using a structured approach from day one will help to ensure:

- People managers meet their basic legal obligations
- People managers make consistent and reliable decisions – this promotes a culture of fairness
- Establishes a clear understanding of expectations, rules and consequences
- New employees are welcomed and introduced to their business and new job

Example policies include Work Health and Safety, Code of Conduct, Leave, Equal Opportunity and Anti Bullying and Conflict of Interest.

RECRUITMENT AND ONBOARDING

Best practice Recruitment & Selection Guide

- This comprehensive Recruitment and Selection Guide has been developed to act as a '*step by step*' reference library to assist you throughout the recruitment process and ongoing effective management and development of your people.

It incorporates all aspects of the recruitment and selection process, from creating a tailored position description, to attracting candidates; effective interview and reference techniques; preparing for your employees' induction and then supporting their ongoing success with your practice.

The Recruitment and Selection Guide contains four key modules and has a range of templates and sample documents to support each activity:

- **Module One - The Planning Process**
Addressing the preparation, decisions and documentation required prior to proceeding with recruitment. Includes a broad range of position descriptions including Associate Financial Advisor, Financial Advisor, Paraplanner, Paraplanning Team Leader, Client Service Administrator, Reception/ Administrator, Risk Administrator and Practice/General Manager.



- **Module Two - The Attraction Process**
Addressing the range of available sourcing strategies – challenges and benefits. Includes a guide to attracting candidates, sample advertisements, applicant management template and sample communication templates for applicants.
- **Module Three - The Selection Process**
Addressing the necessary interview, shortlisting and selection and referencing process. Includes comprehensive interview guides assessing candidate's fit with the practice, key requirements of the position and a range of targeted questions on achievement orientation, goal clarity and teamwork, shortlisting and reference check templates.
- **Module Four - The Appointment & Development Process**
Addressing the documentation and on-boarding processes necessary to finalise a successful recruitment appointment and ensure ongoing success. Includes employment contracts, letters of offer and induction program/checklists. Also included is a template of a payslip to help users comply with the record-keeping provisions of the Fair Work Act 2009 (Cth) and its corresponding regulations.

The guide is available as a complete document, or on a module-by-module basis and each module is supported by relevant templates, guides and sample documents.

Managing (probation and performance management)

- A range of documents have been developed to assist with the ongoing management and monitoring of employee's performance. Includes KPIs for a broad range of positions, performance review template, checklist and incentives template and also a probation review guide.



Cessation of Employment

- Provides a range of documents that includes tips on managing the termination process and highlights the key considerations for an employer in making a decision to terminate an employee. Includes an exit interview template and a template letter that can be sent to the employee

Professional Development

- This section has a focus on assisting employees in career and personal development and includes a range of documents and articles for all staff. The Individual Development Plan template and checklist's primary purpose is to help employees reach short and long-term career goals, as well as improve current job performance. The plan is a valuable, practical guide to assist employees and managers gain maximum benefit from the process.

Prova Pack - Key Document Inclusions

HR Policy and Procedure Manual

- A HR Policy and Procedure Manual (template)
- Alcohol and Drugs Policy
- Christmas Letter to Employees
- Code of Conduct Policy
- Conflict of Interest Policy
- Dress Code Policy
- Employee Declaration for Reading Policies
- Environmental Best Practice Policy
- Equal Opportunity and Anti Bullying Policy
- Flexible Working Arrangements Policy
- Grievance Complaints Policy and Form
- Intellectual Property Policy
- IT, Internet, Email and Social Media Policy
- Leave Policy
- Performance Management and Improvement Policy
- Pregnancy at Work Policy
- Smoking Policy
- Work Health and Safety (WHS) Policy
- WHS Injury Management Policy and Reporting (includes template)



Recruitment and Onboarding

- Best Practice Recruitment and Selection Guide including:
 - Planning your recruitment activity
 - Attracting candidates
 - The selection process
 - Appointing and onboarding candidates
- Recruitment and Selection Process guide and checklist
- Remuneration advice market

Stage 1

- A Guide to Planning your recruitment activity
- Employment Readiness Fact Find Template
- Position Analysis Template

- Position Description template for:
 - Associate Financial Advisor
 - Financial Adviser
 - Paraplanner
 - Paraplanning Team Leader
 - Practice/General Manager
 - Client Service Administrator
 - Loan Processing Officer
 - Mortgage Broker
 - Reception/Administrator
 - Risk Administrator

Stage 2

- A Guide to Attracting Candidates
- Applicant Management Template
- Example advertisements including:
 - Senior Financial Planner
 - Paraplanner
 - Client Service Administrator
- Sample Unsuccessful Application Response

Stage 3

- A Guide to the Selection Process
- Shortlisting Template
- Telephone Screening Template
- Interview Guides
- Reference Check Template
- Sample Unsuccessful Interview Response

Stage 4

- A Guide to Appointing Candidates
- Letter of Offer
- Employment contracts (short form, long form and specific for financial planner)
- Induction program and supporting checklist
- Probation review guide template
- Pay slip template

Managing (probation and performance management)

- Probation review guide and template letter for completing probation
- Performance Review template and checklist
- Performance Appraisal Incentives Template
- KPIs for the following positions
 - Associate Financial Advisor
 - Financial Advisor
 - Client Service Manager
 - Paraplanner
 - Paraplanning Team Leader
 - Practice Manager
 - Receptionist or Office Assistant
 - Risk Administrator

Cessation of employment

- First Warning Letter template
- Termination checklist
- Exit interview template

Professional Development

- Individual Development Plan template and checklist
- Skills development:
 - Leadership experiences
 - On-the job experiences
- Articles and “how to” guides including:
 - Action centered leadership
 - Assertiveness and Self Confidence
 - Business Networking
 - Communicating Effectively
 - Delegation
 - Effective Stress Management
 - Emotional Intelligence
 - Leadership
 - Negotiation
 - Presentation Skills
 - Time Management

Succession Planning and Negotiation

- Change Management Plan and supporting information about the Importance of Change Management
- Succession Planning template and guide
- Articles and useful information including:
 - Importance of change management and succession planning
 - Understanding the psychology of succession planning
 - Negotiation and Mediation including FAQs and an overview of negotiation traps
 - LEADR Model of Negotiation

