

1 Purpose

The purpose of this procedure is to provide a framework and guideline for undertaking classification reviews.

2 Scope and applications

This procedure applies to all employees of Council.

Exclusions:

- Employees on common law contracts
- Trainees and apprentices
- Councillors

3 Principles

Council is committed to innovative and effective service delivery and is guided by strategies defined within the Toowoomba Regional Council's Corporate Plan (2024 – 2029):

- 5.2.4 Implement contemporary human resource practices and organisational development to attract and retain a skilled workforce.

In addition to upholding the Corporate Plan principle outlined above, Council is committed to upholding the obligations within the *Human Rights Act 2019*.

4 Content

A Classification Review process is concerned with the classification of a position not a person.

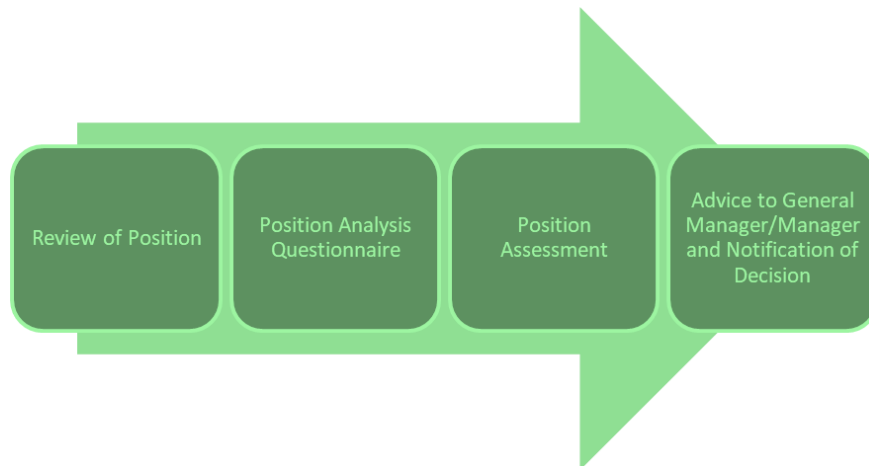
Employees may request to have their classification level reviewed. If a review is unsuccessful, another application for review cannot be made within 12 months.

Exceptions exist, if there has been a significant operational change made to a position as a result of, for example, a restructure or a substantial reshuffle of duties, the employee may at any time request to have their classification level reviewed.

A request from an employee to have their classification level reviewed should be finalised within eight (8) weeks of the receipt of the completed classification review request (signed by all parties) by the People and Culture Branch (P&C).

The Classification Review process comprises four steps:

1. Review of the Position,
2. Position Analysis Questionnaire,
3. Position Assessment; and
4. Advice to General Manager and Manager and Notification of Decision



4.1 Step 1 – Review of the Position

The first step of the Classification Review process is for the employee, supervisor and manager to review and discuss the position requirements of the relevant position and make a determination around whether or not there is a valid reason to initiate a formal Classification Review process.

Some guidelines for consideration to assist in making this determination are detailed below.

Positions are more likely to be eligible for progression to a higher classification level under the relevant Award when:

The objective of the position is similar (or the same) as the old position and the:

- Duties, requirements or responsibilities of the position have become more complex or diversified due to operational requirements; and/or
- Scope and level of authority of an employee's substantive role significantly changed as a result of a restructure.

Positions are unlikely to be eligible for progression to a higher classification level under the relevant Award when:

- The volume of work in a position has increased;
- Applications are being used as a reward mechanism for high achieving staff;
- Applications are being used to restructure a branch or section;
- The employee is being managed for underperformance;
- The employee has taken on higher level duties, without direction from management, that can be performed by other officers classified at a higher level;
- The employee has only been in the position for a short period of time;
- The Position Description for the position has been reviewed, amended or updated within the past 12 months which included a review of the classification level;
- The changes to the duties of a position are of a temporary nature; and/or
- There have been developments in technology and acquisition of new skills, knowledge or qualifications that are not a mandatory requirement of an incumbent in that role.

At this point, all parties should be satisfied that there is a genuine need for a Classification Review to be undertaken. A Position Analysis Questionnaire must be completed in full by the employee and their supervisor and supported by the Manager.

In the event that an agreement cannot be reached between an employee and supervisor, the matter will be escalated to the relevant Manager in the first instance and P&C in the second instance, who will be able to provide advice and guidance through this process. If an agreement cannot be reached between an employee

and Manager, the matter will be escalated to P&C in the first instance. If resolution cannot be reached, the matter may be referred to the relevant General Manager.

4.2 Step 2 – Position Analysis Questionnaire

Once an employee, supervisor and Manager determine the need for a Classification Review to be undertaken, a Position Analysis Questionnaire must be completed in full by the employee and their supervisor and supported by the Manager. If, in Step 1, the Manager has identified that multiple employees perform the same role and duties and determines that there is a need for them to undergo a Classification Review, one Position Analysis Questionnaire can be submitted encompassing multiple positions.

4.2.1 Filling out the Position Analysis Questionnaire

The Position Analysis Questionnaire is a tool designed to collect information about a position for the purpose of evaluating the classification level. It identifies the 'what', 'how' and 'why' of the position.

The employee and supervisor are required to complete Part A of the Position Analysis Questionnaire and submit the completed section to the Branch Manager for consideration.

The Manager is then required to complete Part B of the Position Analysis Questionnaire.

When completing the Position Analysis Questionnaire, the Manager is not to make an assessment as to the anticipated level of the position.

When considering the Position Analysis Questionnaire, the Manager's role is to consider the content of the Position Analysis Questionnaire and confirm:

- The employee has accurately reflected the range of functions, tasks, significant changes and levels of responsibility attributed to the position; and
- What has been listed as the purpose of the role is what the organisation requires of an employee in that position.

If the Manager does not believe the information detailed in the Position Analysis Questionnaire is an accurate account of the position requirements, then they have the option to make amendments to the application or alternatively not support the application.

If the employee; however, has accurately detailed the roles and responsibilities of the position, even if the Manager feels that the position is already correctly classified, the classification review process must continue.

In both these instances the Manager must notify the employee of the action to be taken within 14 days from the date that they receive the application signed by both the employee and the supervisor.

The fully completed Position Analysis Questionnaire is to be submitted to P&C along with a copy of the current Position Description.

The employee will receive written notification from P&C acknowledging receipt of the completed Position Analysis Questionnaire.

The classification review process can NOT proceed until the Position Analysis Questionnaire is completed in full and submitted with required endorsements from an employee's supervisor and Manager.

4.3 Step 3 – Position Assessment

P&C will be responsible for coordinating the Position Assessment upon receipt of a completed Position Analysis Questionnaire.

Please note the Position Assessment process of each Classification Review application will depend on the relevant Award under which the employee is covered. For example, the classification descriptions under the relevant Award may be very prescriptive and determination of the correct classification may be relatively clear cut.

The appropriate way to undertake the Position Assessment will be determined by the Classification Review Panel. However, in circumstances considered appropriate, the Manager P&C may engage a suitably qualified external party to conduct classification reviews instead of the Classification Review Panel.

4.3.1 Meeting / Clarifying information.

Depending on what was determined as the most appropriate way to undertake the Position Assessment the first step in undertaking a Position Assessment is either, for the Classification Review Panel to meet with the employee, their supervisor and, on occasions when it is relevant, the Manager to discuss in detail the Position Analysis Questionnaire or to request further information to enable the Evaluation and Assessment of the position. The purpose of the meeting or the request for further information is to clarify and/or gather further information about how the position requirements have changed and, in particular, to allow the panel to have a clear understanding of the scope and responsibilities required of the employee to perform in the position on a day-to-day basis.

4.3.2 Evaluation and Assessment

Following the meeting, the Classification Review Panel will assess both the information provided in the Position Analysis Questionnaire and all of the information gathered during the meeting, to compare the requirements of the position against the relevant Award and current position description. This assessment will determine the classification level with which most duties and time (generally over 50%) of a position are consistent and the Classification Review Panel will then be able to make a recommendation as to the most appropriate outcome.

The Position Assessment will determine one of the four following outcomes:

1. The duties performed are consistent with the current level of the position.

In the event that the Position Assessment has identified that the duties being performed are consistent with the current classification of the position, a recommendation will be made that the employees' terms and conditions of employment will remain the same.

2. The duties performed are consistent with one classification level higher than the current level of the position.

In the event that the position assessment has identified that the duties being performed are consistent with one classification level higher than the current level of the position and provided that there is a genuine operational need for the higher level position, a recommendation will be made that the employee has their classification level increased to reflect the revised level.

Any entitlements would be backdated to the date the completed Position Analysis Questionnaire was received (in full) by P&C.

For employees employed under the Queensland Local Government Industry (Stream A) Award – State 2017, this date would also become the employee's new anniversary date for incremental purposes. The employee would generally be appointed at the first increment of the revised level. Outside recognition of prior service at the relevant level, appointment at a higher increment is to be considered on a case-by-case basis by the relevant General Manager.

3. The duties performed are consistent with a classification two or more levels higher than the current position.

In the event that the position assessment has identified that the duties being formed are consistent with two or more classification levels above the current classification of the position, and provided there is a genuine operational need for the higher level position, a recommendation will be made that the matter be referred to the Moderation Panel comprising the Manager P&C, relevant General Manager, relevant Branch Manager and the relevant Employee Relations Officer. The Moderation Panel would consider whether to:

- Appoint the employee to the reclassified position by internal transfer, or
- Advertise the position in accordance with the Recruitment, Selection and Appointment Policy, or
- Reclassify the position one level higher than the current position and re-allocate the duties classified at two levels above the current position.

In making a decision, the Moderation Panel would give consideration to:

- The length of time the employee has occupied the position;
- The length of time the employee has been required to perform the higher level duties; and
- In the event that the Moderation Panel makes a decision to advertise the position in accordance with the Recruitment, Selection and Appointment Policy and the employee is not selected as the most meritorious candidate, redeployment will apply in accordance with the provisions of the Enterprise Bargaining Agreement and relevant Award.

4. The duties performed are consistent with a classification level lower than the current level of the position.

In the event that the position assessment has identified that the duties being performed are consistent with a classification level lower than the current level of the position, a recommendation will be made that the supervisor and Manager initiate a position redesign to ensure that going forward the employee is undertaking duties consistent with their existing classification level.

Where a redesign of the current position cannot be achieved, redeployment to another position may be considered in accordance with the provisions of the Enterprise Bargaining Agreement and relevant Award.

4.3.3 Step 4 – Advice to General Manager/Manager and Notification of Decision

Once the Classification Review Panel has agreed to a recommended outcome following the Position Assessment, a report providing a detailed summary of the Position Assessment and recommended outcome will be prepared and forwarded to the relevant Manager and General Manager, for review, consideration and decision.

Once the Manager and General Manager have confirmed an outcome, they will indicate their decision on the report and provide this outcome to the Classification Review Panel to finalise the matter.

The employee will be verbally notified of the relevant outcome by the Branch Manager. The Manager P&C will also confirm this outcome in writing to the employee and payroll services.

Dependant on the outcome, the supervisor and Manager will be required to prepare and submit a revised Position Description that accurately reflects the new classification level to the relevant Employee Relations Officer for review and evaluation. Consideration may also need to be given to the impact the reclassification decision may have on other similar positions and/or positions within the same work area.

A copy of the Position Analysis Questionnaire and all other documents pertaining to the classification review process will be included on the employee's personnel file in accordance with Council's 4.36 Information Management Policy.

4.3.4 Appeals Process

Classification/reclassification appeals will be managed in accordance with the grievance and dispute resolution procedure outlined in the current *Toowoomba Regional Council Certified Agreement/s*.

5 Responsibilities/accountabilities

Employees and Supervisors are both responsible for participating in the review process including reviewing the position requirements, completing the relevant section/s of the Position Analysis Questionnaire and submitting the documentation to the Employment Relations team in the People and Culture Branch.

Managers are responsible for participating in the review process including reviewing the position requirements and duties with the employee and completing the relevant section of the Position Analysis Questionnaire.

The manager is also responsible for reviewing the recommendations, notifying the Classification Review Panel of the decision and verbally notifying the employee of the decision.

If the application is successful the supervisor/Manager must submit a revised Position Description to the Employee Relations Team.

Employee Relations Team (P&C) is responsible for acknowledging receipt of the completed Position Analysis Questionnaire, coordinating the assessment of the application and keeping all documentation relevant to the application on the employee's personnel file.

Classification Review Panel is responsible for undertaking the assessment and making recommendations on the application for consideration and decision by the relevant Manager and General Manager.

Manager People and Culture is responsible for advising the employee in writing of the decision.

General Managers are (where required) responsible for reviewing the recommendations to make a decision of the application and notifying the Classification Review Panel of the decision.

6 Relevant laws

Nil

7 Related policies/documents

Members of the public can access Council policies on Council's website. If a policy listed below does not appear on the website please contact 131 872 or email info@tr.qld.gov.au to request a copy. Staff may access policies via the [Policy Register and Review Schedule](#).

Council policies

Nil

Other documents

Toowoomba Regional Council Office Based Staff Certified Agreement 2022 (No. 4)

Toowoomba Regional Council Field Based Staff Certified Agreement 2022 (No. 4)

[Corporate Plan 2024 - 2029](#)

8 Related forms

Position Analysis Questionnaire (DM#5311502)

9 Definitions

Position Analysis Questionnaire - A tool designed to collect information around a position for the purpose of evaluating the classification review request. It identifies the 'what', 'how' and 'why' of the position, to assess against the criteria outlined in the relevant Award.

Classification Review Panel - A minimum of two (2) panel members, comprising at least one People and Culture (P&C) representative and one independent subject expert within Council. In cases where it is not possible to have an independent subject expert external to the branch seeking the Classification Review request, an employee who does not have a direct conflict of interest with the position being reviewed, should be selected.

Position Assessment - A tool used by the Classification Review Panel to evaluate the requirements of a position to determine the correct classification level in accordance with the provisions of the relevant Award.

Reclassification - When an outcome of a classification review reveals that the duties an employee is required to undertake in a position are not consistent with their current classification level under the relevant Award. The relevant Manager and General Manager shall agree to the classification level being altered accordingly in the staff establishment.

Moderation Panel - The Moderation Panel acts as a body which ensures consistency in the application of an outcome when a classification review reveals that the position is two (2) or more levels higher than its current level. It comprises the Manager P&C, relevant General Manager, Branch Manager and the relevant Employee Relations Officer.

Position - A role within Council identified in the workforce management data system. All positions will have a defined position number, classification level, position status and allocated budget.

Position Description - A description that provides employees with an understanding of the usual requirements and duties of a position.

10 Policy details

Policy category:	Organisational Policy	Policy version number¹:	7.00
Date adopted/approved:	7 February 2025	Effective date:	7 February 2025
Approval authority:	Chief Executive Officer		
Policy Owner:	People and Culture		
Contact officer:	Executive Manager – People and Culture		
Review date:	February 2028		

11 Revision history

Policy version	Approval date	DM Reference
1.00	17 June 2014	5958382v1
2.00	07 August 2017	6853515v2
3.00	18 December 2017	7796141v2
4.00	04 April 2019	7846230v2
5.00	22 July 2020	9050165v2
6.00	10 November 2022 (immaterial changes)	9050165v3

¹ Printed copies are uncontrolled. It is the user's responsibility to ensure that any copies of policy documents are the current issue. Any delegations should be verified via the relevant Delegation Register as it takes precedence if there is a conflict. The Chief Executive Officer will, if necessary, be the sole arbiter in resolving any issues of conflict

Policy version	Approval date	DM Reference
7.00	7 February 2025	11018814v4