

Supervisor Guide

Recording your Team's Achievement & Capability Plans (ACP)

Recording your Team's Achievement & Capability plans

This guide provides a general overview on how to record your team's Achievement & Capability Plans.

| | |
|------------------|--|
| For | ACP Supervisor |
| Last Updated | February 2022 (Version 1.0) |
| Dashboard Button | ACP dash board – my team's plans |
| Department | CYJMA |

In this guide:

- **Setting up your team's plans**
 - **Add a new staff member** **Pages 4 & 5**
 - **Remove a staff member** **Page 6**

- **Recording a staff member's ACP plan details** **Page 7 & 8**

- **Review/Approve a staff member's development** **Page 9 & 10**

- **Print a staff member's ACP plan** **Pages 11, 12 & 13**

- **Access ACP templates developed before 8 September 2014** **Pages 14, 15, 16, & 17**

- **Enter the date of the Mid-Point Review conversation** **Pages 18 & 19**

- **Closing off a team member's ACP plan** **Pages 20 & 21**

Achievement & Capability Planning

Welcome to ACP Online. ACP Online is a tool to record Achievement and Capability conversations.

What do I do? If this is your first time in setting up an Achievement and Capability Plan (ACP) for yourself or your team, it is recommended you view the ACP resources located at the bottom of the screen.

My ACP

[my plan](#)[my past plans](#)

My Team

[my team's plans](#)[my team's past plans](#)[run a report](#)

Useful links & tools

[acp resources](#)

1

To view your team's ACPs first click 'My ACP' from the iLearn home page.

2

Click on 'my team's plans'.

You can view who is in your team and the status of their plans, all in one screen.

You can also access ACP templates you have previously set up for your team.

TIPS

If you are unable to see the 'My Team' section contact the iLearn support team to set-up your access.

From the header, hover the mouse over the '≡' icon and select 'iLearn Support' from the menu. You can submit the request using the 'Submit Support Ticket' link located on the left hand side of the screen.

Add a team member

[← Back to Dashboard](#)

My Team's Plans

| Team Member | Current Plan Status | Action Required | Progress | |
|---|---|--|---|--------------------------------------|
| Account, Learner learner.account@communitites.qld.gov.au | In Progress Mid Point Review Due: 09/06/2014 Closing Review Due: 08/12/2014 | Mid Point Review Overdue Review & Approve Development | Plan Details Development Print Plan | ✕ Remove Team Member |
| Administrator, Content Content.Administrator@communitites.qld.gov.au | Not Recorded | Enter plan details | Plan Details Development Print Plan | ✕ Remove Team Member |

3 [+ Add Team Member](#) [View Past Templates](#)

3

To add a team member, click 'Add team member'.

[← Back to Dashboard](#)

My Team's Plans

Team Member

Current Plan Status

No team members recorded

[+ Add Team Member](#)

[View Past Templates](#)

Add Team Member

Search by last name :

citizen

Search

4

*Citizen, Lola (Lola.Citizen@communitites.qld.gov.au)

5

Update Team

6

Can't find your team member? [Submit an iLearn support request now](#)

4

In the search field enter your team member's surname and click 'Search'.

5

Click the 'radio button' beside their name.

6

Click 'Update Team'.

TIPS

Note: A notification email will be sent to the team member to advise they have been added to your team.

Remove a Team member

My Team's Plans

| Team Member | Current Plan Status | Action Required | Progress | |
|-----------------|---|--|---|-------------------------------|
| Account, Leamer | In Progress Mid Point Review Due: 09/06/2014 Closing Review Due: 08/12/2014 | Mid Point Review Overdue Review & Approve Development | Plan Details Development Print Plan | 7 ✕ Remove Team Member |

7

To remove a team member from your list, click the 'Remove Team Member' button. A pop up window will appear.

Remove a Team Member

By removing Lola Citizen you will no longer be able to view Lola's plans

Are you sure?

Yes No **8**

Submit

8

Click 'Yes' to remove then press 'Submit'.

TIPS

A notification email will be sent to the team member to advise that you are no longer their ACP supervisor.

Record your team members' plan details

[← Back to Dashboard](#)

My Team's Plans

| Team Member | Current Plan Status | Action Required | Progress | |
|---|--|--------------------|---|--------------------------------------|
| Administrator, Content Content.Administrator@communitites.qld.gov.au | Not Recorded | Enter plan details | Plan Details Development Print Plan | ✕ Remove Team Member |
| Citizen, Lola Lola.Citizen@communitites.qld.gov.au | In Progress Mid Point Review Held: 24/07/2015 Closing Review Due: 22/01/2016 | 9 | Plan Details Development Print Plan | ✕ Remove Team Member |

[+ Add Team Member](#) [View Past Templates](#)

9

To record the details of a team member's plan, click the 'Plan Details' link under the 'Progress' column. A pop up window will appear.

Plan Details

Plan for: Lola Citizen

Plan type: Standard 10

Select 'Standard' unless the team member is on probation

Plan start date: 22/01/2015 11

Duration: 12 months 12

The duration of a Standard plan is normally 12 months.
The duration of a Probation plan depends on the team member's role - see departmental policy for more information

Due Date of Mid Point Review Conversation: 22/07/2015

Due Date of Closing Review Conversation: 21/01/2016

Close
Start Plan 13

10

Select '**Standard**' as the plan type unless the team member is undergoing induction/probation.

11

Enter the '**start date**' of the plan.

12

Select the timeframe for the plan (normally this is 12 months).

13

Click '**Start Plan**'. A pop-up box will appear.

14

Click '**Start Plan**'. The information will populate in the '**My Team's Plans**' screen.

TIPS

The start date will default to the date created and the review dates will automatically update.

NOTE: If you change the start date and/or the duration the review dates will automatically calculate.

Plan Details

The plan details for Lola Citizen are about to be saved

The plan will automatically include any development activities from Lola's previous plan that were in progress, not started, or further development was required

Lola will be emailed, prompting them to record their development. You will receive an email notifying you when this has been completed.

Start Plan 14

Review / Approve a team member's development

[← Back to Dashboard](#)

My Team's Plans

| Team Member | Current Plan Status | Action Required | Progress |
|---|--|--|--|
| Administrator, Content Content.Administrator@communitites.qld.gov.au | In Progress Mid Point Review Due: 22/07/2015 Closing Review Due: 21/01/2016 | Review & Approve Development | Plan Details Print Plan Development 15 Remove Team Member |
| Citizen, Lola Lola.Citizen@communitites.qld.gov.au | In Progress Mid Point Review Held: 24/07/2015 Closing Review Due: 22/01/2016 | | Plan Details Development Remove Team Member |

[+ Add Team Member](#) [View Past Templates](#)

TIPS

After a team member has entered their 'Development objectives', the supervisor must approve the team member's development. You will be alerted to this under the 'action required' column, and by email.

15

To review and approve a team member's development plan, click the 'Development' link.

◀ Back to My Team

Development

Team Member : Content Administrator

| Development Objective | Date Added | Proposed Actions | Further Information | Timeframe | Status | Reviewed/ Approved by supervisor |
|--|---------------------------|--|--|------------|-------------|-------------------------------------|
| Manage budgets to ensure the operating expenses are at least 0.5% below budget | 22/01/2015 *NEW | <i>Learning on-the-job</i> <ul style="list-style-type: none">Apply new learning in daily work <i>Learning through others</i> <ul style="list-style-type: none">Work-shadow an experienced colleague <i>Learning through formal training</i> <ul style="list-style-type: none">Face to face learning <i>Field of Study</i> <ul style="list-style-type: none">Accounting > Accounting | Add any extra notes about the development objectives if required | 02/02/2015 | In Progress | <input type="checkbox"/> 16a |

Save **16b**

16a, b

In the development screen, view the development entered. Tick the box under **Reviewed/ Approved** column and press the **'Save'** button.

TIPS

Any development activities with the status of *'in progress'*, *'development required'* or *'not started'* will automatically carry across from one plan to the next. Your team member will be able to edit or remove these from their development plan, if needed.

TIPS

If you do not approve a development item, leave the box next to the item un-ticked and discuss it with your team member.

17

A pop-screen will appear, click **'Save'** button.

Approve Development

Press save to confirm your changes.

Save **17**

- Supervisors

Page 10

Print a team member's plan

[← Back to Dashboard](#)

My Team's Plans

| Team Member | Current Plan Status | Action Required | Progress | |
|---|--|-----------------|--|--------------------------------------|
| Administrator, Content Content.Administrator@communitites.qld.gov.au | In Progress Mid Point Review Due: 22/07/2015 Closing Review Due: 21/01/2016 | | Plan Details Development Print Plan 18 | ✕ Remove Team Member |
| Citizen, Lola Lola.Citizen@communitites.qld.gov.au | In Progress Mid Point Review Held: 24/07/2015 Closing Review Due: 22/01/2016 | | Plan Details Development Print Plan | ✕ Remove Team Member |

18

To print a plan, click on **'Print plan'** link. A pop up window will appear.

TIPS

If a team member had a *'draft'* or *'current'* plan prior to 8 September 2014, you can access the full plan (including their deliverables, development, review and feedback section) via *'Print Plan'*.

19a

19b

[← Back](#)
[Print](#)
[Microsoft Word Version](#)

Achievement & Capability Plan

Plan Details

Plan for: Content Administrator
 Supervisor: Manager Account
 Plan type: Standard
 Plan start date: 22 Jan 2015
 Duration: 12 months
 Due Date of Mid Point Review Conversation: 22 Jul 2015
 Date of Mid Point Review Conversation:
 Due Date of Closing Review: 21 Jan 2016
 Date of Closing Review Conversation:

Development

| Development Objective | Date Added | Proposed Actions | Further Information | Timeframe | Status | Reviewed/ Approved |
|---|---------------------------|---|---|------------|-------------|--------------------|
| Manage budgets to ensure the operating expenses are at least 0.5% | 22/01/2015 *NEW | <i>Learning on-the-job</i> • Apply new learning in | Add any extra notes about the development objectives if | 2 Feb 2015 | In Progress | ✓ |

19

- A) Click 'Print plan' to print the plan; or
- B) Click 'Microsoft Word Version' to export to a Word document, where you can update the document if required.

Cont... Print a team member's plan

The screenshot shows the 'Achievement & Capability Plan' interface. At the top, there are three buttons: 'Back', 'Print', and 'Microsoft Word Version'. The 'Microsoft Word Version' button is highlighted with a red box. Below the buttons is the title 'Achievement & Capability Plan' and a section for 'Plan Details'. The details include: Plan for: Content Administrator; Supervisor: Manager Account; Plan type: Standard; Plan start date: 22 Jan 2015; Duration: 12 months; Due Date of Mid Point Review Conversation: 22 Jul 2015; Date of Mid Point Review Conversation: (blank); Due Date of Closing Review Conversation: 21 Jan 2016; Date of Closing Review Conversation: (blank). Below the details is a section for 'Development' with a table. The table has columns: Development, Date, Proposed, Further, Reviewed/. The 'Further' column is highlighted with a red box and the number '20'. At the bottom of the screen, a file dialog box is open, asking 'Do you want to open or save plan.doc (16.3 KB) from capability.veracity.com.au?'. The 'Open' button is highlighted with a red box and the number '20'. A blue arrow points from the 'Microsoft Word Version' button to the 'Open' button.

← Back Print Microsoft Word Version

Achievement & Capability Plan

Plan Details

Plan for: Content Administrator

Supervisor: Manager Account

Plan type: Standard

Plan start date: 22 Jan 2015

Duration: 12 months

Due Date of Mid Point Review Conversation: 22 Jul 2015

Date of Mid Point Review Conversation:

Due Date of Closing Review Conversation: 21 Jan 2016

Date of Closing Review Conversation:

Development

| Development | Date | Proposed | Further | Reviewed/ |
|-------------|------|----------|---------|-----------|
| | | | | |

Do you want to open or save **plan.doc** (16.3 KB) from **capability.veracity.com.au**?

Open Save Cancel ×

20

If you selected the '**Microsoft Word Version**' option a pop-up box will appear at the bottom of your screen.

Click '**Open**'.

Go to Word to view the document.

Cont... Print a team member's plan

The screenshot shows a Microsoft Word document titled 'plan - Microsoft Word'. The document content is as follows:

Achievement & Capability Plan

Plan Details

Plan-for: Content Administrator
 Supervisor: Manager Account
 Plan-type: Standard
 Plan-start-date: 22-Jan-2015
 Duration: 12-months
 Due-Date-of-Mid-Point-Review-Conversation: 22-Jul-2015
 Date-of-Mid-Point-Review-Conversation:
 Due-Date-of-Closing-Review-Conversation: 21-Jan-2016
 Date-of-Closing-Review-Conversation:

Development

| Development Objective | Date Added | Proposed Actions | Further Information | Timeframe | Status |
|--|--------------------|--|--|------------|-------------|
| Manage budgets to ensure the operating expenses are at least 0.5% below budget | 22/01/2015 *NEW | <p><i>Learning-on-the-job</i></p> <ul style="list-style-type: none"> Apply new learning in daily work <p><i>Learning-through-others</i></p> <ul style="list-style-type: none"> Work-shadow an experienced colleague <p><i>Learning-through-formal-training</i></p> | Add any extra notes about the development objectives if required | 2-Feb-2015 | In Progress |

21

The plan will be downloaded in a Word document format and can be edited as required. Save the plan in the required directory.

21

TIPS

IMPORTANT: You may wish to cut and paste the content of your template into a new ACP Word template, and/or you can use this version to record new plans.

Please note : You will need to save and store your template locally, as you will not be able to load it into iLearn.

Access ACP Templates created before 8 September 2014 upgrade

[← Back to Dashboard](#)

My Team's Plans

| Team Member | Current Plan Status | Action Required | Progress |
|---|--|-----------------|---|
| Administrator, Content Content.Administrator@communitites.qld.gov.au | In Progress Mid Point Review Due: 22/07/2015 Closing Review Due: 21/01/2016 | | Plan Details Development Print Plan |
| Citizen, Lola Lola.Citizen@communitites.qld.gov.au | In Progress Mid Point Review Held: 24/07/2015 Closing Review Due: 22/01/2016 | | Plan Details Development Print Plan |

[+ Add Team Member](#) [View Past Templates](#) **22**

TIPS

If you want to use an ACP template you had previously set up in the system as the basis for a new plan, you can view and edit it in Microsoft Word.

22

Click the 'view past templates' button. A list of shared templates will appear.

Cont.... Access ACP Templates created before 8 September 2014 upgrade

[← Back to My Team](#)

Templates

My Template Library

Title [SORT A-Z](#) Team [SORT A-Z](#) Type [SORT A-Z](#) Duration [SORT 1-12](#) Created By [SORT A-Z](#)

Shared Template Library

| Title SORT A-Z | Team SORT A-Z | Type SORT A-Z | Duration SORT 1-12 | Created By SORT A-Z |
|--------------------------------|---|-------------------------------|------------------------------------|-------------------------------------|
| 2012 | | Plan with Mid Point Review | 3 months | Print Template |
| 2012-13 Achievement Plan | Compliance Review and Operational Audit | Plan with Mid Point Review | 12 months | Print Template |
| 2012-13 Business Plan | Service Operations | Plan with Mid Point Review | 9 months | Print Template |

23

To view or print a template, click **'Print Template'** to the right of the required template.

Cont.... Access ACP Templates created before 8 September 2014 upgrade

The screenshot shows a web application interface. At the top, there is a navigation bar with a back arrow, a 'Print' button, and a 'Microsoft Word Version' button. The main content area is titled 'Template' and displays the following details:

- Title: 2012-13 Business Plan
- Team: [DCCSDS] 01.1.6.10.4_Service Operations
- Type: Plan with Mid Point Review
- Duration: 9 months
- Created: Author's Name
26/11/2012

Below the details is a table with four columns: No., Deliverables, Key Activities, and Success Indicators.

| No. | Deliverables | Key Activities | Success Indicators |
|-----|--|---|--|
| 1 | Financially sustainable service delivery | No expenditure is undertaken that is not budgeted for. Cost savings within operational budget are identified. | Service delivered within approved budget |
| | | Maintenance contract reviews undertaken | Report on savings and savings opportunities (Quarterly) |
| 2 | Workforce managed within agreed financial controls | Establishment to be managed in accordance with allocated headcount. | Employee expenses are contained within approved budget FTE |

At the bottom, a dialog box asks: 'Do you want to open or save template.doc (24.3 KB) from capability.veracity.com.au?'. The dialog has 'Open', 'Save', and 'Cancel' buttons.

24

- In the pop up window – either
- click 'Print plan' to print the template; or
 - click 'Microsoft Word Version' to export to a Word document.

25

If you selected the 'Microsoft Word Version' option this window will appear.

Click 'Open'.

Go to Word to view the document.

Cont.... Access ACP Templates created before 8 September 2014 upgrade

Template

Title: → 2012-13-Business-Plan
 Team: → [DCCSDS] 01.1.6.10.4_Service-Operations
 Type: → Plan-with-Mid-Point-Review
 Duration: → 9-months
 Created: → Author's-Name
 26/11/2012

| No. | Deliverables | Key Activities | Success Indicators |
|-----|--|--|--|
| 1 | Financially-sustainable-service-delivery | No-expenditure-is-undertaken-that-is-not-budgeted-for. Cost-savings-within-operational-budget-are-identified. Maintenance-contract-reviews-undertaken | Service-delivered-within-approved-budget Report-on-savings-and-savings-opportunities |
| 2 | Workforce-managed-within-agreed-financial-controls | Establishment-to-be-managed-in-accordance-with-allocated-headcount. Robust-workforce-which-is-able-to-move-into-other-work-areas-with-no-skills-gaps | Employee-expenses-are-contained-within-ap Developed-function-descriptions-and-skills-r |
| | | Maintain-operational-services-within-SLA-targets Service-benchmarks-identified-and-achievable-and-measurable-performance-targets-set-for-I&I-services Documented-user-profiles-and-key-business-processes Solutions-are-strongly-aligned-to-business-need | Operational-Services-are-delivered-within-b the-IS-Service-Level-Agreements-per-SLA-r Benchmarks-for-current-services-defined A-model-exists-which-defines-regional-roles |

26

The template will be downloaded in a Word document and can be edited as required.

26

TIPS

IMPORTANT: You may wish to cut and paste the content of your template into a new ACP Word template, and/or you can use this version to record new plans.

Please note : You will need to save and store your template locally, as you will not be able to load it into iLearn.

Enter the date of the Mid Point Review conversation

You should meet with your team member's to review their ACP halfway through the plan (known as the Mid-Point Review). You need to record the date of this conversation in the plan details.

[← Back to Dashboard](#)

My Team's Plans

| Team Member | Current Plan Status | Action Required | Progress | |
|---|--|-----------------|--|--------------------------------------|
| Administrator, Content Content.Administrator@communitites.qld.gov.au | In Progress Mid Point Review Due: 22/07/2015 Closing Review Due: 21/01/2016 | 27 | Plan Details Development Print Plan | ✕ Remove Team Member |
| Citizen, Lola Lola.Citizen@communitites.qld.gov.au | In Progress Mid Point Review Held: 24/07/2015 Closing Review Due: 22/01/2016 | | Plan Details Development Print Plan | ✕ Remove Team Member |

[+ Add Team Member](#) [View Past Templates](#)

27

From the 'My Team's Plans' screen, click the 'Plan Details' link beside the team member's name.

Cont.... Enter the date of the Mid Point Review conversation

Plan Details

Plan for: Content Administrator
Manager Account

Plan type: Standard

Plan start date: 22/01/2015

Duration: 12 months

Due Date of Mid Point Review Conversation: 22/07/2015

Date of Mid Point Review Conversation: 28

Due Date of Closing Review Conversation: 21/01/2016

Date of Closing Review Conversation:

Close Update Plan 29

28

Enter the actual date of the 'Mid Point Review' conversation.

TIPS

IMPORTANT: You will need to ensure a Midpoint Review date is entered in this field. Leaving this field blank prevents you from entering the Closing Review date.

29

Click 'Update Plan'.

Closing off a team member's ACP

When you have met with your team member to complete a final review of their ACP, you need to record the date of the conversation in ACP online. You can then close off the plan.

Plan Details

Plan for: Content Administrator

Current supervisor: Manager Account

Plan type: Standard

Plan start date: 22/01/2015

Duration: 12 months

Due Date of Mid Point Review Conversation: 22/07/2015

Date of Mid Point Review Conversation: 23/07/2015

Due Date of Closing Review Conversation: 21/01/2016

Date of Closing Review Conversation: 18/01/2016

Close Close Off Plan

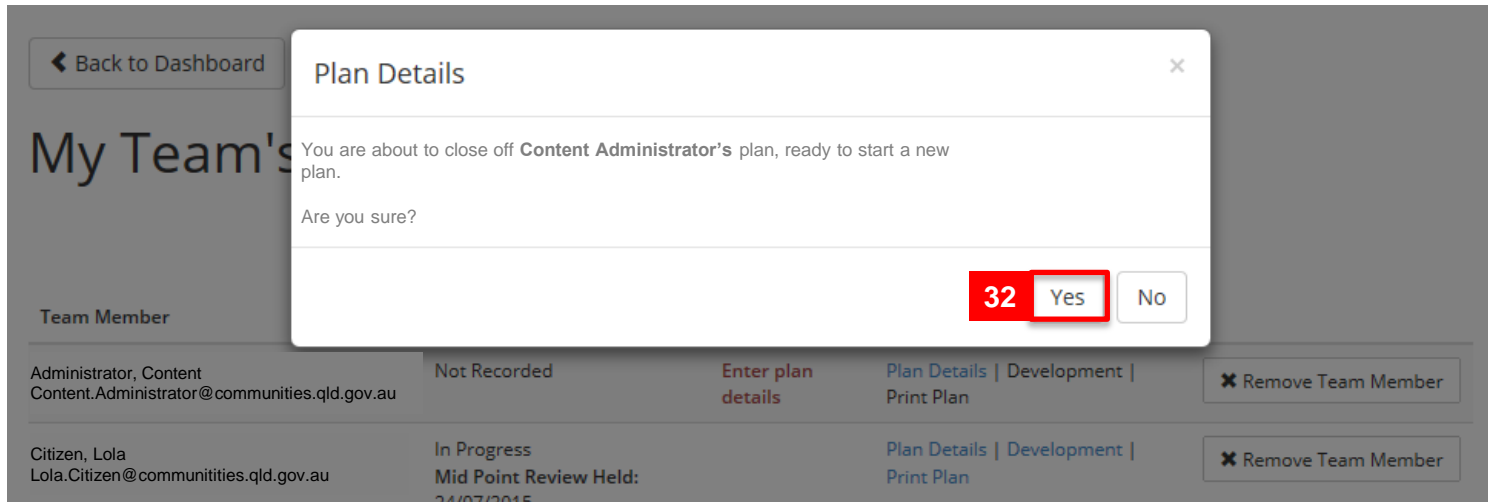
30

Enter the actual date of the 'Closing Review Conversation' here.

31

To close off the plan press the 'Close Off Plan' button. A pop up window will appear.

Cont....Closing off a team member's ACP

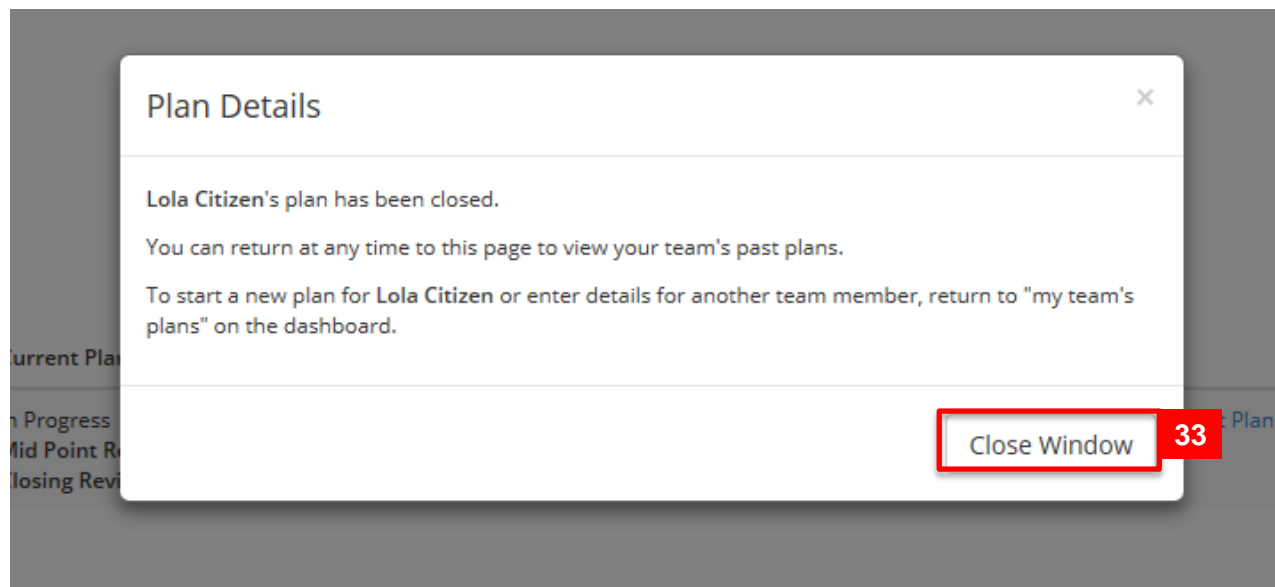


The screenshot shows a 'Plan Details' dialog box with the following text: "You are about to close off Content Administrator's plan, ready to start a new plan. Are you sure?". At the bottom right of the dialog, there are two buttons: "Yes" and "No". The "Yes" button is highlighted with a red box and the number 32.

| Team Member | Status | Actions |
|--|---|---|
| Administrator, Content Content.Administrator@communities.qld.gov.au | Not Recorded | Enter plan details Plan Details Development Print Plan Remove Team Member |
| Citizen, Lola Lola.Citizen@communities.qld.gov.au | In Progress Mid Point Review Held: 24/07/2015 | Plan Details Development Print Plan Remove Team Member |

32

Click the 'Yes' button.



The screenshot shows a 'Plan Details' dialog box with the following text: "Lola Citizen's plan has been closed. You can return at any time to this page to view your team's past plans. To start a new plan for Lola Citizen or enter details for another team member, return to 'my team's plans' on the dashboard.". At the bottom right of the dialog, there is a "Close Window" button highlighted with a red box and the number 33.

33

Select 'Close Window' to exit the message.

The closed plan will be archived and accessible via 'my team's past plans'.

You will be taken to the 'My Team's Past Plans' page.