



# Holmesglen

Vocational & Higher Education

An insight into onboarding best practises in education



**Country:** Australia

**Verticals:** Education

**Crossboards per year:** 300+

**Onboards per year:** 800+

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*In the past to recontract 300 employees each year; took a team of 4, over four weeks to complete - including their weekends!*

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Pam Younes  
HR Project Manager

## About Holmesglen

One of Victoria's largest providers of vocational & higher education - Holmesglen offer over 530 courses to more than 50,000 students each year across 4 major campuses at Chadstone, City, Moorabbin & Waverley.

## Peak season hiring

In late November; while many teams look forward to winding down for the festive season, in higher education and tertiary institutions it's quite a different story.

Managing the budgeting, contracting and onboarding of new hires and employees can be a overwhelming, with many HR teams working through their weekends to ensure all contracts are sent out and returned on time.

That was certainly the case for Holmesglen.

Across their 4 campuses, the Holmesglen HR team manage the onboarding and contracting of 1,100 employees - including contracts for 800 casual employees.

Every year, 300 contracts for existing staff need to be reviewed, recontracted and accepted. And with the industry changing, the percentage of year to year contract staff keeps growing each year.

Manually creating 1,100 contracts in a short time-frame, across 2 enterprise agreements with complex awards, resulted in numerous data entry errors. Incorrect spelling of names and old contact information was common, exasperating the time to hire.

- Duplication of documents was tedious to manage
- Collected data was often incorrect and compliance issues were difficult to track
- Administrative time was a huge burden on the team
- Tracking contracts across campuses was challenging
- Paper based contracts were an outdated method for an innovative education provider

## The onboarding solution

There was a clear need to implement a system to improve their onboarding process. The solution needed to create a personalised experience, that eliminated the manual burden on the HR team while increasing their visibility into the onboarding process.

HROnboard's online offer and acceptance processes meant no more paperwork for the new hire. Gone are the days of formulating and printing out paper contracts to be signed and returned - in duplicate!

Holmesglen have automated their onboarding with a streamlined, process that removes the administrative burden and enables them to send out additional supporting documents and policies. By using a cascading list of values, the team are quickly able to create contracts that are automatically personalised by role, award and salary.

 300 contracts  
in 2 weeks

*Using HROnboard,  
a smaller team  
takes 2 weeks to  
recontract employees;  
and no weekends!*

## The results

When it comes to contract generation, using an onboarding solution like HROnboard has dramatically reduced the amount of time HR spends creating and printing contracts, and putting together physical offer packs that need to be posted out to the new hire.

A process that took 4 full time staff, 4 weeks to renew contracts now takes less than 50% of the time and resources to complete.

Offers are immediate and onboarding tasks can be tracked; ensuring a seamless experience for the new hire and HR.

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*HROnboard assisted  
in transitioning our  
outdated system to  
one that reflects our  
innovative brand*

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