

GROUP POLICY

Date Issued August 1996

Last Reviewed March 2020

Department HR

Title **Staff Training and Development**

Objective: To describe the arrangements for providing training to staff members

Responsible Chief Executive

Next Review Date February 2025

1.0 INTRODUCTION

Separate Staff Training and Development Procedures support this policy.

- 1.1 We consider that the training and development of our staff is an essential part of achieving our aims and objectives and in the maintenance of effective, well motivated employees.
- 1.2 We aim to make available appropriately funded training facilities which will allow employees to acquire and maintain the aptitude, skills, knowledge and qualifications necessary to perform their duties and responsibilities effectively. We will also try to meet the training needs of employees wishing to develop their careers.
- 1.3 This Policy applies to all members of staff. The Chief Executive and Line Managers will take account of the needs of employees at all levels when considering their Departmental Training Plans and budget requirements.

2.0 POLICY OBJECTIVES

2.1 We aim to:

- Ensure that we have sufficient trained, experienced and suitably qualified employees to meet our needs and to ensure the Group's continuing effectiveness in providing a good quality of service to our customers
- Provide the necessary training to enable employees to perform their present jobs effectively
- Ensure fairness, clarity and consistency for all Group staff members
- Promote a culture of sharing knowledge and skills with work colleagues

- Improve skills required when employees move into new or different areas of work
- Assist employees to develop their potential for career progression consistent with the needs of both ourselves and the employee
- Ensure that there is equal opportunity for employees to obtain systematic training in accordance with our policy
- Meet the training and development needs of employees in the most effective way by using a variety of internal and external training facilities

3.0 TRAINING PRIORITIES

We will try to meet the needs of individual employees as far as possible. We will give priority to any training which is necessary to ensure that:

- Our legal obligations are met
- A high standard of service is provided to all of our customers
- Employees have the skills required to do their job effectively
- New procedures can be implemented
- New technology/equipment within the office can be operated effectively and safely

The purpose of our Staff Appraisal system is to:

- Give direction to the job and to relate it to our organisational priorities
- Set the work priorities, targets in relation to the above and monitor performance throughout the year
- Provide feedback on overall performance
- Identify training needs and support arrangements to assist the member of staff in undertaking their duties
- Provide an opportunity for staff to contribute to the Group's development
- Build good relations between staff and managers
- Ensure equality of opportunity

We set our training budgets annually to ensure we are able to support the training requirements of our staff as far as we can.

4.0 FURTHER EDUCATION

- 4.1 Any request from a member of staff for enrolling in further education and requiring financial support, must be authorised by the Management Committee / R3 Board (as appropriate).

5.0 POLICY REVIEW

- 5.1 The Chief Executive is responsible for ensuring that this policy is reviewed at least every five years by the Management Committee.