

Training and Development Policy and Procedures

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Training and Development Policy and Procedure

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Version No.	1.0
Date of issue	June 2024
Date to be reviewed	June 2025

Policy Aims

This policy will explain what training is and how it operates at Banquo Limited.

It will help you to understand how we monitor the training needs, performance, and competence of the staff and it will describe your role in that.

Reading this policy should enable you to:

- Understand what training is.
- Understand how training works at Banquo Limited
- Understand your role in our training processes.
- Understand how we can all work together to improve the quality of the services we offer.

The purpose of this policy and procedures is to maintain and improve the quality of service provided by Banquo Limited. We will do this by ensuring that all staff are effectively and appropriately trained to provide high quality services.

This document also provides a clear system that enables all staff to meet the wide range of mandatory training requirements such as:

- Management of Violence and Aggression at Work 2008.
- Care Quality Commission Essential Standards of Quality and Safety.
- Knowledge and Skills Framework.

Scope

This policy and procedures apply to anyone employed within Banquo Limited, or any service provided by the organisation. This procedure also covers any volunteers and agency staff where appropriate.

Definitions

The terms Education, Training and Development are deemed to cover all aspects of informal and formal learning, in and outside the workplace, that develop the skills, expertise, experience, and knowledge relevant to a person's job role or aspirations. These forms of learning can include accredited and non-accredited courses and classes, work shadowing, supervisions, and supervised practice, mentoring, coaching, professional and peer group networks and meetings, and reading relevant to the work.

Mandatory Training

Those areas of practice identified either by statute or regulatory bodies, which pose a significant risk to all staff at all levels and will have therefore been ratified by the Registered Manager.

Job Role Training

Those areas of practice that enable a member of staff to practice safely and effectively, ensuring they have the skills and knowledge required to be 'fit for purpose'. Training will relate to identified risks associated with the nature and purpose of that staff group, management, or specific job role.

Policy

Banquo Limited believes that the education, training, and development of its employees is particularly important in relation to:

- a) Attracting and maintaining a diverse and representative workforce which is committed and able to meet the demands of providing a quality service, at a competitive cost in a specialised and ever-changing environment.
- b) The induction and orientation of new employees.
- c) Keeping employees up-to-date, and abreast of new equipment, methods, techniques, and information in relation to their work, and updating skills, knowledge, and experience in order to enable employees to retain and improve their abilities, efficiency, motivation, confidence, and results.
- d) The general development of employees both formally and informally; through educational courses leading to appropriate professional certification; non-qualification courses providing advanced knowledge in an appropriate discipline, and through professional networking, shadowing, and mentoring.

Banquo Limited will promote and encourage participation in education and training programs which are designed to meet, or will assist in meeting, the general objectives outlined above, and will select individuals for educational and training programs based on the needs of the business, and on individual assessments of need related to the individual's current skill set and capacity for development.

Advice and guidance on all training matters is available from your line manager.

Procedures

Participation in educational and training programs will either be at the request of the Company or, in some cases, at the request of the employee.

- Where Banquo Limited requests participation in a course, seminar, training programme, or development opportunity and there is a cost involved, the appropriate costs will be covered by Banquo Limited.
- Where the employee asks to take part in an educational or training course, and Banquo Limited agrees to pay for, or contribute to (which will be at their discretion), the cost of the course, then the employee will be asked to complete an undertaking that should they leave, voluntarily, within twelve months of completing the course, then they shall refund all or part of the financial assistance given. See section headed Training Agreements.
- A form has been designed for this purpose (Training Agreement) and this should be completed after approval of the course, and prior to its commencement.

- Employees of Banquo Limited holding Professional qualifications relevant to their employment are personally accountable for their continuing educational and professional development, and for keeping themselves up to date through reading relevant journals and publications.

Identifying Training Needs

Managers within Banquo Limited have responsibility for the development of employees reporting to them. This responsibility includes the assessment of individual training and development needs and ensuring they are met by:

- Conducting a Training Needs Analysis each year.
- Discussing performance and development needs with the employee on an ongoing basis.
- Conducting formal performance appraisals.
- Agreeing Training and Development Plans for employees.
- Ensuring that Training and Development Plans are followed through; Ensuring Pre-and Post-Training Questionnaires are completed.

When training and development objectives have been discussed with an individual, it is the responsibility of both parties (employee and Supervisor) to ensure they are followed through.

Documentation for Completion

It is important for Banquo Limited to be able to evaluate the effectiveness, benefits, and costs of training. To achieve this, relevant documentation should be completed both prior to and upon completion of training. Employees who are making an application for education/training under the procedures outlined in the Employment Rights Act, Section 63D, should use the relevant application form.

Training Request Forms, Post Training Evaluation Forms and Training Agreements are available from the line manager. Completed forms should be retained on the employee's personnel file as an employee training record.

Training Request Form/Pre-Training Questionnaire

- Before an employee embarks on any training it is helpful that they understand what they hope to achieve from it, both from a personal viewpoint and from that of the Company. In addition, where financial resources are required, authorisation needs to be obtained from the relevant budget holder.
- A Training Request Form/Pre-Training Questionnaire should be completed for all types of training. Although the most obvious method of training is an external training course, the form is applicable to all other types of training including in-house training.
- The form should be completed by the employee and their line manager.

Post Training Evaluation Forms

- In order to evaluate the effectiveness of a training event a Post Training Evaluation Form should be completed by the employee. The employee should discuss the form with their line manager for review.

Training Agreements

Banquo Limited encourages its employees to develop themselves professionally, academically, and vocationally, and will assist where it is appropriate. However, where an employee requests to undertake a course of study (and it typically is not part of the employee's current Training and Development Plan, and not directly connected with the employee's current duties and responsibilities) and this is approved, and financial assistance is requested, they will be required to complete a Training Agreement. Such an Agreement requires the employee to repay all or part of the costs of the training received in certain circumstances, such as early leaving.

THE TRAINING PROGRAMME

Induction training is provided for all new staff to introduce them to our ethos and expectations, policies, procedures, and the levels appropriate to their role.

Staff who are not already trained to a care certificate level are expected to complete the required modules, which are:

- Fire Safety Awareness
- Health and Safety Awareness
- Infection Prevention and Control
- Medication Administration and Safe Handling (F2F)
- Food Hygiene
- Moving and Handling (F2F)
- MCA and DOLs
- Safeguarding Adults Level 2
- Safeguarding Children Level 2
- Lone Worker
- Basic Life Support and First Aid (F2F)
- Behaviour that challenges Positive Behaviour Support
- Equality, Diversity and Inclusion
- Oliver McGowan Training
- Autistic Spectrum Disorder
- Development of Children
- Learning disability
- Introduction to supporting children

Oliver McGowan Training

The Oliver McGowan Mandatory training on Learning Disabilities and Autism is a government preferred and recommended training for all health and social care staff. At Banquo Limited all staff will be trained on this course and will be expected to complete Tier 1. The first part of the Tier 1 training is by E-learning, and all employees will need to complete the E-learning regardless of where they work, and the second part of the training will be live 1 hour online interactive session.

Dissemination, storage, and archiving

An electronic copy of this policy will be disseminated to all staff, when there are any, via email and will be available to all staff in the offices.

Learning Outcomes

After reading this Policy, you should:

- Understand that the service user is our prime concern in respect to the quality of our service delivery.
- Understand what Training is and how our Training System operates.
- Understand how Training operates at Banquo Limited and have an awareness of the actions we undertake in planning, delivering, and monitoring quality and in learning about where we can make quality improvements.
- Understand the role you play in improving quality.

Monitoring

Regular audits on employee files and training records will be carried out in accordance with Banquo Limited's Quality Assurance Policy.

The Registered Manager will ensure this policy continues to adhere to current standards and guidelines.

Related Policies and Procedures

Quality Assurance Policy
Information Governance Policy
Staff Supervision Policy
Staff Training Matrix

Legislation and Guidance

Skills for Health: [The Care Certificate | 11 Standards for Care | authored by Skills for Health](#)

Skills for Care: [Core and mandatory training \(skillsforcare.org.uk\)](http://skillsforcare.org.uk)

Care Act 2014

Employment and Training Act 1973

Health and Social Care Act 2012

Human Rights Act 1998

