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| Sunbeam House Services Policy Document | Title: Staff Training and Development Policy |
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Document Control

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1.0 POLICY:

The organisation recognises the value of training and development opportunities for staff which are intended:-

- To improve the quality of life for the clients supported in the organisation.
- To be able to adapt to the changing needs of our clients.
- To significantly contribute to relevant personal/professional development.
- To lead to enhanced job performance.

These opportunities may be provided within the organisation internally or externally outside the organisation. The satisfactory completion of certain training courses is mandatory for all staff who wish to attain, or retain, employment with SHS. These include Health and Safety courses (for example People Handling and Fire Extinguisher training). On completion staff are issued with certificates which must be kept up to date by attendance for refresher training – further information is available from the *Training Calendar*. It is advisable that all staff keep a portfolio of their own training.

A list of approved courses is available from the Quality, Compliance & Training Department. The training calendar will be regularly updated and circulated to all locations.

Internal Training & Development:

Management recognises the need to make provision for staff development opportunities within the organisation. Internal training opportunities will be planned by management in consultation with staff according to their needs. A training needs analysis may be conducted at location or organisational level.

Where an internal training course is scheduled for different times to a staff member's normal rostered hours, there is an expectation if reasonably possible that the staff member would attend for work prior to the start of an internal course. For example if a staff member is rostered to work from 8am-4pm and an internal course is scheduled for 10am-2.30pm and the course venue is within the locale of the staff's place of work, the staff member would be expected to attend for duty from 8.00am and return to their location after the course to finish their shift. In this situation, the staff member would be expected to clock in at start of work and finish of work (i.e. 8.00am and 4.00pm). Where staff attends internal training courses at other locations and where facilities to clock in and clock out are available, the staff member is required to do this. In situations where there are no such facilities, the Client Service Manager (CSM) will manually input on TMS the start and end times of the course.

Time in Lieu for Internal Training:

Where the hours for an internal training course are longer than the staff member's normal rostered hours, time in lieu can be accrued for the course but must be approved by the Client Service/Senior Service Manager

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External Training Courses, Seminars, Conferences etc.

Staff attending external training courses (i.e. courses etc. not run by SHS), seminars, conferences, or workshops, get paid a normal day's pay i.e. no time in lieu is accrued if the staff member has to leave their home earlier than normal or arrive home later than normal in order to attend such training. The same applies for staff attending courses, seminars etc. that would require an overnight stay. In certain circumstances where the duration of the training course is longer than the standard hours of work of the employee, time in lieu may be granted at the discretion of the Senior Service Manager.

Attendance at Training:

Staff are responsible for ensuring attendance at courses that they are booked in for. The Client Service Manager and course co-ordinator must be notified of any cancellations within a reasonable timeframe. Any cancellation will be seen as an absence from work.

Non Attendance at Training:

The procedure for failing to attend a mandatory course (without prior notification of cancellation) is as follows: A letter of notification of non-attendance is sent to the relevant Client Service Manager. If the Client Service Manager cannot find any extenuating circumstances around the staff's non-attendance a letter is sent to the staff member who failed to attend and a copy of the letter is kept on the staff member's personnel file. All failures to attend will be seen as an unauthorised absence from work and will be treated as such under SHS's *grievance and disciplinary* procedures.

Allocating Employees to Courses:

Client Service Managers are responsible for ensuring that the allocation of a staff member to a particular training course, is facilitated within the guidelines of the Organisation of Working Time Act 1997 and due regard must be taken to ensure that the staff member has adequate time off between rostered shifts and training.

For example a staff member should not attend a full day's training course if they have come off duty from awakening nights the day before. Any concerns in relation to this should be referred to the Human Resources(HR) Department for clarification.

Mileage: for internal courses and external courses, seminars etc., the normal procedure applies as per company policy. The approved mileage will normally start and finish from the staff member's place of work. In certain circumstances (i.e. where the distance is shorter from the employee's home address), mileage may be claimed from the person's home address for the start and end of journey. All mileage must be approved by the Client Service Manager and Senior Service Manager, and must comply with the requirements of the SHS's *Cars/Vehicles Used by Staff Policy*. Staff must have the appropriate indemnification with their insurance to be eligible to claim for mileage.

External Training & Development:

Staff may make application to management for time off with pay in order to undertake external training and development opportunities as may be relevant to their role or professional development within the organisation. Applications will be considered individually on a case by case basis and the decision will rest on the relevance of the training and development request to their role, the course attendance requirements, and the ability

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of management to commit resources at the time the application is made. The Senior Service Manager will agree an amount of time off in consultation with the HR Manager.

Where an employee is pursuing further education which is relevant to their role, the organisation may decide to provide paid leave for the purposes of study and to enable the employee to sit exams.

Where management provides time off to employees to pursue further education, the employee may be requested to provide periodic reports to management on their progress. In certain circumstances, at the employees request to the HR Department the HR Department may be in a position to facilitate the staff member with a reduction of working hours to enable the staff member to undertake such a course (i.e. change in employment status from full-time to part-time for a fixed period).

Time-off to pursue further relevant and recognised education is as follows:

6 days paid study leave from September 2012 (6 days @ 7.8 hours) per academic year. Study and exam leave must be applied for in writing 3 weeks in advance of study and exam leave to allow for notice to your location and Client Service Manager. In addition you will be allowed 4 hours paid exam leave per exam (if exams are a requirement of the course). If the exam falls on a weekend day or a normal rostered day off, no time off in lieu will be granted.

Presentation/Dissertation/Thesis:

Any written project, the content of which directly relates to SHS, or the work of SHS, must be approved by the Managing Director. A copy of the final submission must be forwarded to the Managing Director prior to submission to the relevant educational authority.

Graduation:

If you successfully complete formal, recognised qualification courses, for which there is a conferring ceremony, you may take one day's paid leave (7.8 hrs.) on the day of the ceremony. If this falls on a weekend or a normal rostered day off, no time off will be given.

Recording of Training Completed:

All internal and external courses are recorded electronically on the individual's HR personal file. The responsibility for recording training on TMS (Cont.Prof.Dev tab) is as follows.

- Client Service Managers are responsible for updating records for all **external** courses completed by their staff.
- Internal trainers are responsible for updating records for all **internal** courses completed by staff.

A *record of attendance* (attendance sheet) should be signed by each staff member who attends internal training. All employees must ensure that they sign the attendance sheet as this will be the only acceptable official record of attendance. The person providing training will forward the completed attendance sheet to the Quality, Compliance & Training Department who in turn will forward on the relevant forms to HR.

Course Application:

All internal and external training courses must be approved in advance of the training being carried out. An application must be made on the *Training Request Form* available on the shared drive (SHS Forms/Quality & Compliance/Training Request Form). For **external**

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courses a short overview will be required asking you, how will the course assist you in your personal development as part of SHS, and what are the benefits to the organisation. Courses, seminars, and lectures will be selected by management and employees according to their relevance to the service and the position of the employee within the organisation. Employees with information about courses, seminars, lectures etc. must first receive approval from their Client Service Manager before submitting it for approval to the Quality, Compliance & Training Department. Completed Training Request Forms for internal or external training must be submitted **at least one month** in advance of the commencement of the course. Persons who successfully receive a place on an **external** course will receive notification from the Quality, Compliance & Training Department. Courses must not be booked or paid for in advance until approval has been granted.

Once you have booked a place on a course you must take responsibility to attend on the day – confirmations and reminders for **internal** courses will not be sent out. If you cannot attend on the day you must immediately inform your Client Service Manager and the course coordinator with a full explanation as to why you cannot attend.

In the event of a course being oversubscribed, you will be contacted and may be offered a place on the next available course. If you do not hear from us, you can assume your place on the **internal** course has been booked.

Transfer of Learning:

In order to ensure that courses undertaken by SHS employees have maximum learning benefit for both the employee and the organisation, the employee is requested, to discuss all assignments with their manager to see if they can benefit the organisation. Employees may also be asked to share the learning with their staff team or organisation.

Evaluating:

It is essential that all training carried out is assessed and evaluated on an on-going basis. Course participants will be required to complete a *training course evaluation form* (located on shared drive/SHS Forms/Quality & Compliance/Course Evaluation Form) for all internal and external courses. Completed forms should be passed onto the Quality, Compliance & Training Department. All training will be reviewed annually

Criteria for Internal Courses:

- **People Handling** – Mandatory, all staff must complete this training every three years.
- **Fire Extinguisher** – Mandatory, all staff must complete this training every three years.
- **Protection & Safeguarding** - Mandatory, all staff must complete this training
- **Food Hygiene** – Mandatory for all staff who assist with food preparation, refresh at least every 5 years.
- **Occupational First Aid** – At least one person on each shift must complete this training. Mandatory course for Transport staff.
- **Occupational First Aid Refresher** – Mandatory every two years for all staff with Occupational First Aid Certificate.

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- **Medication Training** – Mandatory every two years for all staff who are working with clients.
- **Diabetes Training** – Mandatory every two years for all staff who are working with clients who have been diagnosed with Diabetes and are insulin & non-insulin dependent (type 1 & type 2).
- **Epilepsy & Buccal Midazolam** – Mandatory for all Staff who are working with clients that are prescribed Buccal Midazolam for epilepsy. Where Buccal Midazolam is prescribed staff will need to refresh every two years.
- **CPI** – Recommended that staff attend refresher at least every two years.
- **Personal Outcomes(PO)** – Mandatory for all Keyworkers and CSMs
- **Personal Planning for Keyworkers** (formally PO refresher) – Recommended that Keyworkers and CSMs attend refresher at least every two years.
- **Wheelchair Clamping & tail Lift Training** – Mandatory for all staff who assists with clamping wheelchairs and use tail lifts.
- **Online Induction** – Mandatory for all staff.

2.0 SCOPE:

Training and Development applies to all SHS staff.

3.0 ROLES & RESPONSIBILITIES:

The Training Coordinator & Quality ,Compliance & Training Manager are responsible for the coordination of all internal & external training.

All Client Service Managers are responsible for ensuring that staff in their area are fully compliant with SHS training expectations.

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