



TRAINING POLICY

Statement

TalkFIRST are fully committed to ensuring that all employees/trustees/volunteers have the skills and knowledge to do their jobs effectively both now and in the future. By investing in our staff through their training we encourage them to reach their full potential whilst ensuring that we provide the best service possible to our clients.

TalkFIRST are committed to the following:

- Providing a working environment where continuous learning and development take place
- Making training, development and progression opportunities available to all staff
- Giving all staff the same access to training opportunities regardless of whether they are part-time or full-time
- Helping and encouraging all employees, trustees, volunteers to develop to their full potential
- Training employees, trustees, volunteers in the skills they need to carry out their roles
- Ensuring employees, trustees, volunteers conduct their work in a safe and healthy manner,
- Complying with statutory requirements, approved codes of practice, recognised guidelines and other relevant industry standards
- Reviewing this policy on a regular basis.

Where TalkFIRST pays for the training provided we may ask you to sign a training agreement to repay the costs of the training should your employment end during the training or shortly after it has ended.

Signed

Name: Tracy Sheppard
Dated: 16th October 2015

Next review date: November 2019

Responsibilities

Project Manager

The Project Manager's main areas of responsibility are to:

- Be part of the recruitment process, reporting back to the Board
- Induct new employees, trustees, volunteers
- Identify training needs jointly with employees, trustees, volunteers during staff appraisals, supervision or when a need arises
- Formulate individual training plans and organise required training to address need
- Carry out on-the-job instruction and coaching
- Make all employees, trustees, volunteers aware of training and development opportunities
- Ensure that those who are trained share their learning with others wherever possible and appropriate
- Monitor and evaluate the effectiveness of training events
- Regularly review individual training records

Employee

The individual employee's responsibility is to:

- Identify personal training needs in relation to their role
- Be aware of training and development opportunities open to them and request training
- Evaluate the effectiveness of training with the management
- Use their training to further improve their performance
- Share learning with colleagues wherever possible and appropriate

Types of Training

Induction

All new employees, trustees, volunteers are given a formal induction as this is regarded as an essential part of staff learning and development and integration into the working environment. It is important that new employees, trustees, volunteers are given guidance and support on the company, its work and practices and their individual duties and responsibilities.

Equalities

Equality training is included in our induction process and in regular training for staff normally involved in recruitment and selection, development and review, job evaluation, promotion and training to make them aware of the equal opportunities implications of these activities.

Programme of Training

In order to maintain standards of training and competency we regularly send individuals on short courses, seminars and meetings organised by professional bodies. This ensures that they keep up to date with changes and developments in legislation and best practice.

New staff members shadow an existing member of staff for 4 weeks, starting by co-mediating for 4 weeks and then taking the lead. This is monitored on an individual basis.

All staff will complete a 3 day in house mediation course, safeguarding training and advocacy training.

Appraisals

Staff have a 6 monthly professional development plan which is monitored as part of their appraisal.

Staff appraisals are conducted on an annual basis and are supported by regular support and supervision sessions throughout the course of the year. The appraisal allows for every employee to be formally appraised through a structured discussion on work performance over the previous year and also incorporates their learning and development needs for the following year.

Staff appraisal records are kept in their personnel file and any training needs added to their individual training record.

Training Records

Each employee has an individual training record where details of training needs are collated along with any certificates obtained. These are regularly reviewed by the management team to ensure that retraining and refresher training is conducted at appropriate intervals when required.

Review date: November 2019