

STAFF TRAINING AND DEVELOPMENT POLICY & PROCEDURE

Updated: 1st April 2011
Revision Date: 31st March 2012

POLICY STATEMENT

ELCAP is committed to developing high quality, effective training and development activities for all staff. We recognise that learning must be integrated with the work we all do within the organisation.

We will do this by supporting all staff through a planned induction and probationary period when they first take up their post.

We will ensure that continued training meets the expectations of service users, regulators and funders.

Development needs will be identified through our existing systems, for example, work practice review and appraisals and from external sources, for example, SSSC and commissioners of services.

The evaluation of the effectiveness of training will inform each year's business planning cycle.

TRAINING & DEVELOPMENT PROCEDURE

1) INTRODUCTION

Training and development will include attendance at courses and conferences but may also include any or all of the following:

- * Project work
- * Mentoring
- * Job swaps
- * Job enrichment/enlargement (increasing work scope/responsibility)
- * Supervision
- * Self development
- * Developing others (passing on your skills to others)
- * Workshops
- * Coaching
- * Job shadowing
- * Secondment
- * Open Learning
- * Study groups

2) PROCEDURES

All staff training and development activities will include the following four interrelated stages:

a) **The identification and analysis of training and development needs.**

Individual staff training needs will be highlighted through the annual appraisal process or as a result of a complaint, incident or direct observation. Training needs may also be specific to the support required by service users. Other training needs will be at organisational or area level and may be as a result of best practice, contractual or legal requirements.

Support staff & managers also need to obtain their SVQ qualifications in order to register with the SSSC. ELCAP needs to identify how many staff need to complete their SVQ qualifications each year in order to meet the targets for registration.

The training & development needs will be prioritised by Managers.

b) **The planning and design of training and/or development activities.**

These activities will be appropriate to assessed needs, desired outcomes, staff involved and the resources available. All such activities will be designed to meet specified objectives.

c) **The implementation of the particular training/development activity.**

d) **Monitoring and Evaluation**

Both the quality of staff training and development activities and their actual outcomes will be monitored and evaluated. An annual training & development report will be submitted to the Board to evidence how training needs have been met and to make recommendations on how to improve training &

development in the future.

3. PERSONAL AND PROFESSIONAL DEVELOPMENT

All staff have the right to request assistance (in terms of time and/or money) towards training and development activities concerned with either:

- * professional development (a qualification) or
- * personal development

All such applications will be made through line management. The written request needs to outline what is being looked for (money, time, other resources, shift pattern) and why (what is the desired outcome of the event for service users/the individual/the team/the organisation).

While ELCAP is committed to developing all of its staff and will strive to meet needs, all decisions will be made in the light of the actual request, the available budget and the current service priorities.

All requests will be answered within a month by:

- * a written agreement and consequent conditions if accepted or
- * a written explanation if the request was unsuccessful.

In some cases, ELCAP may agree to fund training but stipulate repayment conditions should the person fail to complete the course or leave ELCAP's employ within a given period.