

POLICY AND PROCEDURE

Training & Development

Category: Staff & Volunteers

Introduction



SoLO
Life
Opportunities

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Chelmsley Wood
Birmingham
B37 7PU

Charity No. 1102297
England Company No.
5025939

SoLO Life Opportunities (SoLO) recognises the contribution employees and Volunteers make to its success.

It also recognises that to maintain a committed and competent workforce, it needs to ensure that there is adequate training and development provided for all employees, this philosophy follows our current strategy and underpins our values, where we will be FIT for purpose. (Fun loving, Integrity, Training).

SoLO recognises that Training and Development have distinct characteristics and there is a requirement for both to be offered. Training is only the beginning of the journey as development is a personal undertaking and commitment that each individual undertakes. To:

- Learn new skills and knowledge that are needed for a particular job or activity (training)
- Improve their skills and increase the amount of experience that they have to enable them to do their job (development)

Formal training will be offered through:

- Internal courses
- E Learning courses
- External courses
- Peer to Peer support

Development will be encouraged by a programme of:

- One to one supervision
- Appraisals

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- Mentoring
- Coaching
- Job shadowing

All of the above will be identified through Personal Development Plans which will form part of the regular catch ups with Line Managers.

Policy Statement

The overall purpose of the policy is to set out guidelines and purpose for the training and development of both employees and volunteers that ensure that each individual has the skills needed to provide support to all its members at a standard that is acceptable to the SoLO strategy statement.

The policy emphasises the importance of maintaining a continuous learning programme to develop a core of well-trained individuals whose performance will enhance:

The company's abilities to perform at a high level that is in line with the SoLO current values statement with a focus on quality.

The policy of the company is to ensure that all personnel are trained and become sufficiently experienced to the extent necessary to competently and effectively undertake their assigned activities and responsibilities.

It is also the aim of the company to encourage all its employees' to make the most of learning opportunities to realise their own personal potential and enjoyment of their job.

SoLO will attempt to create a learning environment where employees will be prepared to accept change, develop new skills and take responsibility for their own continuous learning, in partnership with their immediate line manager and senior management team.

To ensure their effective contribution to the successful achievement of both business and personal goals.

The company's success will depend on the professionalism, skill and commitment of all its employees.

SoLO is committed to making the most effective use of the talents, skills and abilities of its workforce and to help all staff and volunteers maximise the contribution they can make. To demonstrate its commitment, SoLO has formalised its training and development through this policy statement and through the allocation of specific budget resources.

Opportunities for training and development will be based on the business needs of the organisation and an employees' development needs, irrespective of their sex, age, marital status, disability, race, colour, ethnic or national origin or sexual orientation.

SoLO recognises that e.learning for some areas is an effective and efficient way of learning and tracking the learning. However, it also values the importance of face to face training and will continue, wherever possible and practical, to deliver training in this way.

Procedures

Business training needs will be identified during strategic planning sessions at the beginning of the year if possible.

Employee specific development needs will be identified during performance catch ups and appraisals and will be documented on the individual's Personal Development Plan which will be retained in the individual's personnel file. This should be reviewed and updated at every catch up. These needs will be considered and factored in to the annual plan, business plan, and budgets.

Whenever it is feasible face to face training will be delivered internally i.e. by SoLO managers, having researched and/or completed training themselves in that subject. Specialists will be procured to deliver training which requires specific skills/knowledge.

Other development such as coaching, mentoring and job shadowing will be arranged with the most appropriate person. This may be someone within the organisation or external to SoLO but in a relevant field. In particular new staff should be allocated a "buddy" during their induction phase to support and mentor them.

For personal development further research opportunities should be personally undertaken whereby each individual should read or watch educational material.

Core training

There will be an expectation that staff/volunteers will undertake a project induction which will be documented and kept on your personal file. This will be undertaken on project by the immediate line manager or can be delegated to a competent staff member. In addition to this, attendance at the SoLO induction training will be undertaken at the beginning of the appointment by both staff and volunteers and will cover an introduction to SoLO and the Care Certificate and Disability Awareness training. This training will be available at the earliest opportunity, generally within the first three months of commencement of employment and will last for the duration of service.

All staff and volunteers will also be offered a selection of E Learning courses these are:

Health and Safety essentials E learning

This course will cover the following sections

1. Responsibilities and Legal Requirements
2. Hazard and Risk
3. Safety Signs
4. Workplace safety and Emergency Procedures

The end of the presentation, which will last approximately 40 minutes, will include a test.

Safeguarding children E learning

This course will cover the following modules will be offered to identified employees.

1. What is Safeguarding?
2. Recognising Abuse
3. Responding to Abuse
4. Reporting Concerns
5. Recording Observations

The end of the presentation, which will last approximately 50 minutes, will include a test.

Safeguarding Vulnerable Adults E learning

This course will cover the following modules and will be offered to identified employees.

1. Safeguarding
2. What is abuse?
3. Dealing with abuse

The end of the presentation, which will last approximately 40 minutes, will include a test.

Some employees will undertake one course only whilst others such as Personal Assistants will be expected to complete both Safeguarding courses.

SoLO will fund the E Learning courses but there is an expectation that completion of the course is carried out in the staff of volunteers' own time and will form part of personal job specification or role requirements (which will be explained at interview). All three detailed E Learning courses will be valid for three years and the qualifications are transferrable with the individual.

In addition staff/volunteers will be expected to attend any training deemed necessary and beneficial to their role. However training, other than induction and the relevant safeguarding training, will only be offered to volunteers once they have completed three months of service with the organisation.

Additional E learning courses will be available to support Personal Assistants with the completion of the new Care Certificate. It will be an expectation that these courses are completed along with the Care Certificate which is an identified set of standards that health and social care workers must adhere to in their daily working life.

The Care Certificate sets out explicitly the learning outcomes, competences and the standards of care that will be expected ensuring that each individual supporting in the care sector is compassionate and provides quality care and support.

The fifteen standards are:

1. Understand your Role
2. Your Personal development
3. Duty of care
4. Equality and Diversity
5. Work in a person centred way
6. Communication
7. Privacy and Dignity
8. Fluids and nutrition
9. Awareness of mental health, dementia and learning disabilities
10. Safeguarding Adults

11. Safeguarding Children
12. Basic Life Support
13. Health and safety
14. Handling information
15. Infection Prevention and control.

Each standard is underpinned by full learning outcomes and assessment criteria and will involve both written work and direct observation. Full resources will be available on the SoLO training portal.

Staff identified to undertake the Care Certificate will have twelve weeks from commencement of employment to complete and will be given support, where requested, to be successful. Any staff member not competent to gain the Care Certificate Accreditation will not fulfill the requirements of their probationary period which will result in their employment being terminated.

Appropriate level of Qualifications

SoLO will give line management support to staff members undertaking vocational qualifications deemed appropriate for their role within the organisation. Generally this will be:

Support Workers – Level 2

Assistant Project Leaders, Project Leaders & Admin staff – Level 3

Project managers – Level 4

Other types of training and qualifications will be considered individually, discussed with the Line Manager and decisions will be made on the basis of appropriateness of training, the business need and the budget available.

Training Requirements per role

	Mandatory	Specific To be agreed by Management
Volunteer	Project induction SoLO Induction and Disability Awareness Training Health and safety E Learning Safeguarding E Learning	Epilepsy Makaton Moving and Handling The Care Certificate
Support Worker	Project induction SoLO Induction and Disability Awareness Training Health and safety E Learning Safeguarding E Learning	Epilepsy First Aid Food Hygiene Makaton MAPA (Management of Actual or Potential Aggression) Moving and Handling The Care Certificate
Project Leader and Assistant Project Leader	Project induction SoLO Induction and Disability Awareness Training Health and safety E Learning Safeguarding E Learning	Epilepsy First Aid Food Hygiene Makaton MAPA (Management of Actual or Potential Aggression) Medication Moving and Handling The Care Certificate
Personal Assistant	Project induction (If Applicable) SoLO Induction and Disability Awareness Training Health and safety E Learning Safeguarding E Learning Additional E Learning courses deemed necessary by senior managers. The Care Certificate	Autism Epilepsy First Aid Food Hygiene Lone Working Makaton MAPA (Management of Actual or Potential Aggression) Medication Moving and Handling Record Keeping

Funding

In the majority of cases staff will be paid to attend external training courses if they have been identified as requiring the training to carry out their duties. Where capacity exists, staff/volunteers who have not been selected for the training, but wish to go, can attend in their own time.

If opportunities arise for subsidised places with local colleges delivering vocational courses, SoLO will ensure that staff are selected through open and fair competition.

There may also be instances where it is deemed appropriate for someone to attend external training to benefit the organisation, as well as personally, and an agreement is reached whereby SoLO pay the course fees (in full or

contribution), and the individual attends in their own time. In this instance Project Managers will need to make a business case to the CEO who will consider “reasonable” fees and up to £100 towards essential text books. Each case will be considered on its own merits.

Where course fees are deemed to be significant (over £300), there would be an expectation that the staff member would commit to working for SoLO one year after they have gained their qualification or refund the course fees which would be deducted from their final month’s salary. Please see appendix A for the agreement.

Grievances

If any member of staff feels that they are not receiving the training they need to carry out their role, or that they have been treated unfairly regarding training they should raise a grievance with their line manager in line with SoLO’s grievance policy.

Linked with:

Grievance Policy
Recruitment Policy

Appendix A

SOLO TRAINING COSTS AGREEMENT

THIS AGREEMENT IS DATED (*INSERT DATE*)

AND IS MADE BETWEEN

..... (“the Employee”); and

SoLO Life Opportunities (“the Employer”).

WHEREAS:

- A. The Employee is employed by the Employer as a (*insert grade/job title*).
- B. The Employee has obtained a place in relation to a course of study leading to the award of (*insert name of qualification*) in (*insert subject*) at (*insert name of college/institute of further or higher education*) (“the Course”).

IT IS HEREBY AGREED AND DECLARED THAT

1. In consideration of the Employer agreeing to meet the costs of the Course which are set out in the Schedule to this Agreement (“the Costs”), the Employee undertakes to reimburse to the Employer the Costs if:
 - (i) he/she voluntarily withdraws from or terminates the Course early without the Employer’s prior written consent;
 - (ii) he/she is dismissed or otherwise compulsorily discharged from the Course, unless the dismissal or discharge arises out of the discontinuance generally of the Course;
 - (iii) his/her employment is terminated by the Employer either prior to completion of the Course or within [two years/twelve months] after the end of the Course for any reason [related to his conduct or for any other reason arising out of his wilful or negligent acts or omissions], except that, in the case of employment termination after the end of the Course, the amount which would otherwise be due to the Employer shall be reduced by [1/12th] part for each complete calendar month after the end of the Course during which the Employee remains employed by the Employer; or

- (iv) He/she resigns from the employment of the Employer either prior to completion of the Course or within [one year] after the end of the Course, except that, in the latter case, the amount which would otherwise be due to the Employer shall be reduced by [1/12th] part for each complete calendar month after the end of the Course during which the Employee remains employed by the Employer.
2. To the extent permitted by law, the Employee agrees that the Employer may deduct a sum equal to the whole or part of the Costs due under the terms of this Agreement from his wages (as defined in section 27 of the Employment Rights Act 1996) or from any other allowances, expenses or other payments due to the Employee.
3. If the Employee's final salary payment is not sufficient to meet the debt due to the Employer under the terms of this Agreement, the Employee agrees that he will repay the outstanding balance to the Employer within one calendar month of the date of termination of his employment, such payment to be made as agreed with the Employer.
4. The amount due to the Employer under the terms of this Agreement is a genuine attempt by the Employer to assess its loss as a result of the termination of the Employee's employment and takes into account the derived benefit to the Employer. This Agreement is not intended to act as a penalty on the Employee upon termination of his employment.

SIGNED:

.....
(insert name of employee)

SIGNED:

.....
(insert name of manager)

for and on behalf of SoLO Life Opportunities

Note: This Agreement must be signed by both parties prior to the commencement of the Course.