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Name	Role/Department	RACI	Date

Change History

Version	Date	Details of Change	Author

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CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 5: Fit and proper persons: directors	Providers are expected to be aware of, and follow, the various guidelines that cover value based recruitment, appraisal and development, and disciplinary action.
Regulation 18: Staffing	Persons employed by the service provider must receive such appropriate support, training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform.

Key Lines of Enquiry

KLOE	How this applies to Supervision
Effective	Monitoring and reviewing staff performance, skills and knowledge and promoting Continuing Personal Development helps ensure that service delivery is effective and meeting the needs of service users.
Well-Led	Applying a fair and consistent approach to the training and development of staff maintains fairness, accountability and openness as well as a positive approach to development and learning.

Related Documents

This policy should be read in conjunction with our:

- HR02 - Appraisal Policy
- HR04 - Code of Conduct For Workers Policy
- HR10 - Equality and Diversity Policy
- CQ05 - Meeting Needs Policy

Policy Statement



Policy Aims

This policy will explain what Training is and how it operates at Careville Ltd. It will help you to understand how we go about monitoring our training needs, performance, and competence of the staff we employ and it will describe your role in that. Reading this policy should enable you to:

- Understand what Training is
- Understand how Training works at Careville Ltd
- 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 Careville Ltd. 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 Careville Ltd, including managers and staff, 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 Managing Director.

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 particular staff group, management or specific job role.

Policy

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

1. 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;
2. The induction and orientation of new employees;
3. 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;

4. 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.

Careville Ltd will promote and encourage participation in education and training programmes which are designed to meet, or will assist in meeting, the general objectives outlined above, and will select individuals for educational and training programmes on the basis of 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 Supervisors/Managers.

Procedures

The participation in educational and training programmes will either be at the request of the Careville Ltd or, in some cases, at the request of the employee.

- Where Careville Ltd requests participation in a course, seminar, training pro-gramme, or development opportunity and there is a cost involved, the appropriate costs will be covered by Careville Ltd;
- Where the employee asks to take part in an educational or training course, and Careville Ltd agrees to pay for, or contribute to (which will be at line manager's 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 Careville Ltd 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, publications, etc.



Key Question: How are my training needs identified?

Managers and Supervisors 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 either Manager or Supervisor) to ensure they are followed through.

Documentation for Completion

It is important for Careville Ltd 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 Supervisors/Managers. 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 their Supervisor or Manager. 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 Supervisor before being passed to the appropriate 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 Supervisor. The form should then be passed upwards for review.

Training Agreements

- Careville Ltd 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 as set out by LLP, which are:

Basic life support/First Aid

Manual Handling

Food safety and hygiene

Safeguarding children & young adults level 2/3

COSHH
RIDDOR 2013
Handling violence and aggression
Health & Safety
Infection control
Lone worker
Information governance – including Caldicott protocols
Complaint training & conflict resolution
Fire safety
Mental Capacity Act
Vulnerable Adults
Medication Training
Managing Clients' Money
Supervision Training
Data Protection
Freedom of Information
Information Management
Equality, Diversity & Human Rights

Monitoring and Evaluation

A Training Needs Analysis will be conducted on an annual basis, which, alongside the Business Plan, informs the Training Programme.

Managers will regularly review all pre and post training evaluation forms at staff appraisals and performance review, monitoring expected and actual outcomes.

The Managing Director will monitor, report and review training and development issues and needs, in accordance with Careville Ltd's business plan and business needs.

The Managing Director will regularly review results of training, development and education planning, procedures and outcomes.

Dissemination, storage, and archiving

An electronic copy of this policy will be disseminated to all staff via email and will be available to all staff in the offices. This Policy supersedes previous Training policies and procedures and will be archived.



Key Points to Take Away

Training means considering the quality of the client experience in everything we do. It means planning for quality, delivering high quality services at all times and monitoring our performance and the quality of what we do. It also means learning continually and understanding where we can do things better.

At Careville Ltd, the client is at the heart of all our quality related actions and we implement training to enhance client experience.

We operate a system to help improve quality and we all play an important role in making that system work well.

Learning Outcomes

After reading this Policy, you should:

- Understand that the client 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 Careville Ltd 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.

Policy Review

This policy will be reviewed by a Director at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

Authorisation and Signature

This Policy is the official and authorized version agreed by the Directors of Careville Ltd. All employees are expected to work in accordance with this policy and failure to comply with this policy could result in disciplinary action.

Related Documents

1. Training Agreement Form
2. Training Request Form/Pre-Training Questionnaire
3. Post Training Evaluation Form
4. Business Plan
5. Training Development Plan Form

Director's Signature

Director