

## STAFF TRAINING & PERSONAL DEVELOPMENT POLICY

The group recognise the benefit of training and personal development to enable staff to maximise their performance, commitment and contribution to the company and its customers, and our commitment to continuous improvement and excellence.

Staff development includes all activities undertaken by and for staff in order to maintain, up-date and enhance their work related knowledge, skills and capabilities.

- All employees regardless of age, grade, gender, disability or ethnic background or nature of their contract of employment are expected to undertake staff development and training as relevant which is viewed as a continuous process throughout employment.
- Training opportunities will be provided on the basis of need and performance rather than on seniority or other factors.
- Staff are required to assume responsibility for their own development and training, which includes both participation in planned activities and making use of opportunities to learn when they are presented.
- Staff development and training is an obligation for line managers who are responsible for identifying individual training and development needs and supporting and encouraging staff. All staff will take part in a formal staff appraisal session on, at least, an annual basis.
- Staff development will be achieved through in-house training, external training events, conferences, exhibitions and visits. It will be monitored and reviewed formally at appraisals and through ad hoc meetings as required. Training needs analysis will be undertaken at these reviews and on a department wide basis to determine additional gaps in training.
- A full induction program will be provided to all new members of staff. This aims to familiarize staff with their role, Health and Safety policies and procedures and the roles and responsibilities of their colleagues.
- During the initial period of employment staff will be supported by a designated member of senior staff who will review their progress on a regular basis.
- On completion of any training event, an in-house training record must be completed by and with their Line Manager. Staff may be asked to cascade the training to colleagues where appropriate.

David Toon  
Managing Director

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