

Training & Development Policy

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1.0 Introduction

1.1 The aims and objective of the PSOW are outlined in the PSOW 3 year Strategic Plan and the PSOW Annual Operational Plan. The PSOW recognises that the aims and objectives can only be achieved by maintaining a committed and competent workforce, who are not only highly motivated, but properly equipped to undertake the tasks which are required of them.

2.0 Principles

2.1 PSOW has a responsibility for ensuring staff are properly trained and provided with development opportunities which are appropriate to the size and needs of the organisation and individual. Staff have a responsibility to maintain and develop the skills and knowledge required for their roles and to enable them to progress within PSOW.

2.2 It is essential that areas of training and development contribute to the aims and objectives of the PSOW, as outlined in the PSOW Strategic Plan.

2.3 The key training and development areas which will improve the performance of the core business while supporting staff are to be recorded in the PSOW Annual Training Plan which is to be reviewed by the Management Team on a quarterly basis.

2.4 Opportunities for training will be based on an assessment of staff's development needs irrespective of their gender, age, marital status, disability, race, colour, nationality, ethnic origin, religion or religious/philosophical belief or sexual orientation.

2.5 This policy and procedure has been agreed following consultation with the Staff Representative Council, and applies to all staff regardless of status or length of service.

2.6 This policy does not form part of staff's contract of employment and it may be amended at any time. PSOW may also vary this procedure, including any time limits, as appropriate in any case. Substantial changes to this policy will only be made following consultation with the Staff Representative Council.

3.0 Induction

3.1. All new staff will be provided with an induction training plan relating to "corporate induction" .

3.2 All new staff will also be provided with a separate induction training plan relating to their own specific job responsibilities, as set out in their own job description.

3.3 The initial training will be reviewed at an agreed time after appointment in order to identify areas where further induction training is still required.

3.4 New staff will be assigned to a mentor to assist in supporting their integration into the team.

4.0 Identifying Training and Development

4.1 Line Managers will be aware of the competencies required for the satisfactory performance of their own team's functions and should encourage individual staff to take advantage of appropriate training and development opportunities to meet these needs.

4.2 Staff will be notified of any priorities for training which have been identified within teams or the organisation as a whole.

4.3 Staff should also be encouraged to take the initiative to consider their own training and development needs and make these known to their Line Manager.

4.4 Staff should identify and agree with the appropriate Line Manager their training and development needs in line with the PSOW's Performance Management and Development Cycle.

4.4 Line Managers will review training needs of their staff on an annual basis in line with the PSOW's Performance Management and Development System cycle.

5.0 Requests for Training

5.1 The member of staff completes the "Training Request Form" and submits to the appropriate Line Manager.

5.2 When an individual training need is identified the Line Manager should consider:

- Will the proposed training empower the member of staff to effectively contribute to the objectives of the PSOW within the scope of the individual's role or agreed identified development area?
- Do other members of staff have a similar training or development need?

- Consider what is the most cost effective way of meeting the identified training? For example, external training course, desk training etc.

5.3 Line Managers should update staff's Training and Development plans to record the training need and submit the updated form to Corporate Services for filing in the staff members' personnel file.

5.4 After considering the above the Line manager may recommend the training request by signing and submitting the request form to Corporate Services Manager.

5.5 The Corporate Services Manager will evaluate the request after seeking advice with the Chief Operating Officer/ Director of Investigations (COO/DOI) or Ombudsman as appropriate taking into consideration the PSOW annual training plan.

5.6 Corporate Services is to report any recommended additions to the annual training plan including details of staff to be trained and any providers of training already identified.

5.7 Upon agreement of the revised annual training plan Corporate Services is to complete purchase order form and then arrange appropriate training.

5.8 All declined training requests including feedback on the reasons involved will be communicated back to the member of staff via the Line Manager or higher, dependent upon the circumstances.

5.9 Corporate Services should file declined training requests in the appropriate personnel file.

6.0 Training Records and Post Training Analysis

6.1 Upon receipt of training requests approved by Management Team or the COO/DOI or Ombudsman or Corporate Services will in order:

- Submit a Purchase Order Form (if training with external providers) to Corporate Services Manager
- Corporate Services Manager to assess whether training costs are within allowed budget
- Arrange training with the training provider (after liaising with the COO/DOI, Line Manager regarding preferred training dates and attendees)
- Update Annual Training plan/ Matrix/Sage HR records as required
- File approved training request in PSOW Training file held with Corporate Services

- File staff's updated Training and Development plan in appropriate personnel file
- Issue to training attendees prior to training the Post Training evaluation form
- Issue to training provider the delegate attendees register, which the provider should return to Corporate Services post training.

6.2 Data contained within completed Post Training evaluation forms are to be entered by Corporate Sservices onto the Annual Training plan.

6.3 Corporate Services to provide Management Team via quarterly training report a summary of the Feedback contained within the Post Training evaluation forms to enable assessment of the training.

6.4 Post training evaluation forms are to be filed by Corporate Sservices in the PSOW training file held by Corporate Services.

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