

Adopted: 25th April 2017

Reviewed: July 2025

TRAINING POLICY

PURPOSE

Age UK Cambridgeshire & Peterborough (AUKCAP) is committed to encouraging its staff and volunteers to develop their skills by appropriate training and will, so far as resources permit, support staff to take formal courses leading to qualifications appropriate to their work for the charity.

In addition to the forgoing the Board of AUKCAP will encourage staff to take courses to develop their personal skills and may be able to offer some assistance with the costs of doing so where the Board sees an appropriate benefit accruing to AUKCAP.

The charity is not able to provide support for courses of general education.

SCOPE

All staff and volunteers will be encouraged to develop their knowledge and skills with the approval of the Board.

POLICY AND PROCEDURES

GENERAL TERMS OF ASSISTANCE

1 Vocational Training directly related to employment by AUKCAP.

The work of AUKCAP requires that staff and volunteers undergo appropriate training on appointment and further refreshed throughout employment.

All staff will be given formal induction training to familiarise them with the organisation and the area of work they are engaged in. Where appropriate staff will be required to hold vocational skills certificates, e.g. in food hygiene and to renew these as and when necessary.

Volunteers will be given appropriate training as necessary for the area of work they are involved in.

Form of Support

- ◆ AUKCAP will pay all course fees and incidental expenses incurred in attending any training course required to be attended by a member of staff or volunteer directly related to their employment by AUKCAP. Such courses will include instruction in basic skills such as manual handling, health and safety at work, food hygiene, first aid, personal safety and training in the use of new equipment or processes.
- ◆ The charity will also support attendance at training courses, conferences and seminars which will improve the effectiveness of its staff and volunteers by the development of personal skills needed in the workplace.
- ◆ Where possible courses should be those available locally and provided by appropriate Age UK organisations, such as by AUKCAP itself, the Age UK association, or local umbrella bodies, principal local authorities or other appropriate bodies or organisations.

2 *Vocational training not directly related to employment by AUKCAP.*

It is in the interests of AUKCAP to encourage staff to develop their personal knowledge and skills. Assistance may be given towards the costs of a course of study leading directly to a recognised vocational qualification. Such assistance will be at the discretion of the Leadership Team of AUKCAP and will depend on the nature of the course and the resources available to the organisation at the time any request is made.

Form of support

Staff may be afforded any or all of the following:

- ◆ paid or unpaid time off to attend approved training courses
- ◆ reimbursement of travel and other out of pocket expenses

- necessarily incurred in attending such courses
- ◆ reimbursement of all or part of any course fee
- ◆ reimbursement of all or part of any examination fee
- ◆ reimbursement of all or part of the costs of attending any residential course sessions

Condition

Anyone assisted in accordance with this policy will be required to give an undertaking to work for the organisation for a period of at least 12 months following the completion of the course and if they leave voluntarily during that period to refund to the organisation any training costs incurred by AUKCAP pro rata to the period remaining. Prior to booking any courses, a training cost agreement form needs to be completed (see appendix 1).

IDENTIFYING TRAINING NEEDS

1 New staff

On joining the organisation, all employees and volunteers will complete the following mandatory training regardless of their role, as outlined in the training matrix found in Appendix 2:

- Lone Worker training
- Safeguarding of Vulnerable Adults training
- Fire Safety training
- Manual Handling
- Dementia Awareness
- Equality & Diversity
- GDPR

Following that, service specific training relating to that particular service need will be identified, provided and required to be undertaken.

We will update and refresh training for all employees and volunteers routinely as per the training schedule.

2 Annual Review Meeting

As required by the charity's Staff Support, One to One and Annual Review policy, the Annual Review Meeting will allow every employee to discuss training and study requirements with their Line Manager. Access to training/study will be in accordance with this Training Policy.

3 Record Keeping

The Annual Review process will record the training/study identified as required and completed. In instances where training has been identified as required, but not carried out then reasons for this will also be recorded at the same time. Details of any training completed should be added to Breathe HR.

EVALUATION

All training courses and seminars will be evaluated by attendees and the extent to which training has influenced performance will be considered at One to One's and Annual Review Meetings.

REVIEW

This document will be reviewed every 36 months.

Training policy approved: July 2025 (Date)

Signed by Chair of Trustees

A handwritten signature in black ink, appearing to read 'Hazel Willis', with a long horizontal flourish extending to the right.

APPENDIX 1 – Training Costs Agreement

THIS AGREEMENT is dated

AND IS MADE BETWEEN:

(The Employee):.....

AND

(The Employer) Age UK Cambridgeshire & Peterborough

Details of training commitment

a. The Employee is employed by the Employer as (job title)

b. The Employer has booked a place for the Employee to attend

..... (insert course)

with (name of provider)

c. Full cost of course £.....

IT IS HEREBY AGREED AND DECLARED THAT

In consideration of the Employer meeting the costs of the course as set out above, the Employee undertakes to reimburse the Employer costs if:

1. The Employee voluntarily withdraws from or terminates the course early without the Employer's prior written consent.
2. The Employee is dismissed or otherwise compulsorily discharged from the course, unless this occurs out of discontinuance generally of the course.
3. The Employee resigns from the employment of the Employer or is dismissed by the Employer, either prior to completion of the course or within twelve months after the end of the course. In the latter case the amount which would be due to the Employer shall be reduced by 1/12th for each complete calendar month past the course completion date during which the Employee remains employed by the Employer.

Signed (Employee):

Printed name (Employee):

Date:

Signed on behalf of Employer:

Printed name:

Date:

APPENDIX 2 – Training Matrix

	Internal Training:											External Training:			
Role	Fire Safety	Manual Handling	Lone Working	Working at Height	Asbestos	Fire Warden	Safe-guarding	Dementia Awareness	Equality & Diversity	GDPR	Professional boundaries	Level 3 First Aid at Work	Level 3 Emergency First Aid at Work	Basic Food Safety	Trusted Assessor
Handy-persons	1 year	1 year	1 year	1 year	1 year		2 years	2 years	3 years	1 year	2 years		3 years		3 years
Wardens	1 year	1 year	1 year	1 year			2 years	2 years	3 years	1 year	2 years			3 years	
Day Centre staff	1 year	2 years	1 year		2 years*	1 year	2 years	2 years	3 years	1 year	2 years	3 years		3 years	
Friendship Club Organisers	1 year	2 years	1 year		2 years*		2 years	2 years	3 years	1 year	2 years		3 years	3 years**	
Hospital Discharge staff	1 year	1 years	1 year		2 years*		2 years	2 years	3 years	1 year	2 years			3 years	
Office-based staff	1 year	2 years	1 year		2 years*	1 year	2 years	2 years	3 years	1 year	2 years				
Home-based staff	1 year	2 years	1 year				2 years	2 years	3 years	1 year	2 years				