

Age UK Kensington and Chelsea

Title	Training and Development Policy	
Policy author and owner	QPDHR	
Date created	12th November 2021	
Date approved	15th November 2021	
Amended and updated	Summary of change	Date
Amended and updated on		
Amended and updated on		
Amended and updated on		
Amended and updated on		
Planned review date	November 2024	

Age UK Kensington and Chelsea Policy - Training and Development

At Age UK Kensington and Chelsea (AUKC), we encourage our staff and volunteers to develop their skills, knowledge, and experience, believing that by doing so, we will become even more effective in the delivery of our services.

We recognise the value and importance of providing opportunities to all our staff to develop their job-related knowledge and skills and we will make resources available to ensure that all staff are able to carry out the organisation's policies and procedures, particularly regarding Safeguarding and Health & Safety.

We expect with training and development, individual effectiveness will increase resulting in a better experience for clients. We will also be safeguarding our organisation by fulfilling our legislative responsibilities and enrich the working life of our staff and volunteers.

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 (for example, food hygiene) and to renew these as and when necessary.

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

Principles

Our Policy is based on the following principles:

1. All staff and volunteers will be provided with a structured induction; and
2. The Annual Performance appraisal will include a section identifying the training and development needs of the employee; and
3. In making decisions about training requests, the cost and impact upon the organisation will be considered; and

4. We will ensure that training opportunities are offered fairly to all staff, regardless of their job, and will review training take-up as part of the supervision and appraisal procedure; and
5. Staff will be encouraged to share their learning with other members of staff.

Application

This policy and procedure applies to all staff employed by AUKC, whether on substantive or fixed-term, permanent, bank or temporary contracts of employment, as well as volunteers and contractors.

Standards

On joining the organisation, regardless of which service they will be working in, all new staff will be required to complete training in the following areas:

1. Personal Safety / Lone Worker training; and
2. Safeguarding of Vulnerable Adults and Children training; and
3. Fire Safety training; and
4. Manual Handling; and
5. Dementia Awareness; and
6. GDPR and Data Protection; and
7. Equalities, Diversity, and Inclusion; and
8. Health and Safety at Work.

Following that, further training will be identified, provided, and required to be undertaken as directed.

Responsibilities

The Board of Trustees are committed to ensuring that there are fair and objective procedures in place for training and development of staff and volunteers.

The Executive team are responsible for ensuring that staff are trained in conducting appraisal discussions, setting objectives and monitoring performance, with particular emphasis on avoiding bias and discrimination.

Decisions about the allocation of the training budget will be taken by the Chief Executive.

Managers are responsible for:

1. Helping staff to identify their development needs; and
2. Ensuring that vocational certificates of their staff are valid and up to date; and
3. Consistency of formal and training material and compliance of policy.

Staff are responsible for:

1. Completing a Training Evaluation form and to discuss this with their line manager at the first opportunity following the training; and
2. Sharing any learning obtained from development opportunities with other members of staff, including volunteers.

Legislation

This policy is based on UK legislation as follows:

1. Equality Act 2010.
2. Data Protection Act 2018.

Procedure

We will have a defined procedure for making applications for training and development opportunities.

Responsibility and review of this policy

Each policy will bear a front sheet summarising the date of approval, date(s) of any amendments and proposed date of review.

Responsibility for this policy rests with the Chief Executive (AUKC) and appointed Executive Lead. The policy was approved in November 2021. It is due for review in November 2024 or sooner if circumstances demand otherwise.