

PR25 - Training Policy and Procedure

Category: Human Resources Sub-category: Recruitment, Induction and Training

Policy Review Sheet

Last Reviewed: 28/03/19 Last Amended: 28/03/19

Next planned review in 12 months, or sooner as required.

Note: The full policy change history is available in your online management system.

Business Impact:	Low	Medium	High	Critical
		X		
Changes are important, but urgent implementation is not required, incorporate into your existing workflow.				

 Reason for this review:	Scheduled review
 Were changes made?	Yes
 Summary:	Updated to reflect changes in training requirements. The policy includes key facts and evidence to support outstanding practice. This policy covers all staff groups in the service however also includes reference to The Care Certificate requirement. This document has a new reference code, the previous code was PR14.
 Relevant Legislation:	<ul style="list-style-type: none"> The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
 Underpinning Knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> Care Quality Commission, (2016), <i>CQC's position on the Care Certificate</i>. [Online] Available from: http://www.cqc.org.uk/sites/default/files/20150318_one_page_cqc_position_care_certificate.pdf [Accessed: 19/03/2019] Skills for Care, (2016), <i>Skills for Care - Care Certificate information page</i>. [Online] Available from: http://www.skillsforcare.org.uk/Learning-development/Care-Certificate/Care-Certificate.aspx [Accessed: 19/03/2019] Care Quality Commission, (2016), <i>Guidance on staffing - Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</i>. [Online] Available from: http://www.cqc.org.uk/content/regulation-18-staffing [Accessed: 19/03/2019] Skills for Care, (2016), <i>The Care Certificate Mapping</i>. [Online] Available from: http://www.skillsforcare.org.uk/Documents/Learning-and-development/Care-Certificate/The-Care-Certificate-Mapping.pdf [Accessed: 19/03/2019]
 Suggested action:	<ul style="list-style-type: none"> Encourage sharing the policy through the use of the QCS App

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1. Purpose

1.1 To formalise the training opportunities for staff and to define the process for identifying training needs.

1.2 To support 4SocialCare Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
EFFECTIVE	E1: Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?

1.3 To meet the legal requirements of the regulated activities that 4SocialCare Ltd is registered to provide:

- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

2. Scope

2.1 The following roles may be affected by this policy:

- All staff

2.2 The following people may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- Commissioners
- Local Authority
- NHS

3. Objectives

3.1 4SocialCare Ltd ensures that all staff are in possession of the knowledge, skills and experience necessary to perform their jobs to the standards 4SocialCare Ltd and Service Users expect.

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4. Policy

4.1 4SocialCare Ltd believes that continuous improvement of its services is dependent upon the continuous development of the skills of its workforce. 4SocialCare Ltd will therefore review and plan for that continuous development.

4.2 4SocialCare Ltd will ensure that it reviews (at least annually – see Business Plan) its operational plan and objectives to ensure that all objectives are supported by appropriate training and development.

4.3 4SocialCare Ltd will review the needs of its Service Users (at least annually) to ensure that all needs are supported by appropriate training and development.

4.4 4SocialCare Ltd will review all requests for development against its objectives to ensure that the activity supports the achievement of its objectives.

Staff requesting development which is not required by organisational goals may be authorised by 4 Social Care Ltd for individual reasons, such as a reward for exceptional attendance or performance.

4.5 Staff supported by 4SocialCare Ltd to attend external courses will prepare a teaching summary of the course content and an evaluation within seven days of completion of the course. They will also deposit the course material or a copy of the same in a place accessible by all staff.

4.6 4SocialCare Ltd will expect staff undergoing training to remain in employment for 12 months following the end of the training, otherwise a portion of the training costs will be recovered from the individual on termination.

4.7 4SocialCare Ltd believes that in-house resources, in-house training, development events and support are the most effective way of achieving its aims and will use those strategies wherever possible.

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5. Procedure

5.1 Training Entitlement

- Staff are entitled to a minimum of 3 days paid training per year, including in-house training
- Focused personal development, such as recorded and focused supervisions and individual coaching also count towards training time and should be recorded as such
- All staff will receive training in their roles and this training will ensure that certain standards of competence are met

5.2 Staff undergoing training will be given the Training Approval Form. They will have the recovery scheme explained to them and will be asked to sign the form. If the member of staff refuses to sign the form, the uptake of the training will be at the direction of 4 Social Care Ltd alone.

5.3 All staff who attend off site courses will be asked to complete the Training Approval Form which includes an evaluation. The teaching summary, together with all course material (or a copy of the material), will be packaged in a wallet-file and stored in a place accessible for reference by other members of staff in accordance with 4SocialCare Ltd training philosophy.

5.4 All staff who attend in-house courses will be asked to complete a course appraisal form.

5.5 4SocialCare Ltd believes that all members of staff must participate in the identification and dissemination of best practice in their work area. Accordingly, staff will be polled to identify those persons with interests in a specific skill area, or specialist skills, who will then be appointed and recognised as 'Specialists' in that area. The 'Specialists' will:

- Receive prioritised access to all training and development in their specialist area
- Be funded, within the training plan and training budget, to access such training and research the specialism
- Receive training in coaching, training and presentation skills
- Be responsible for the dissemination of the specialist information to all other staff
- Be responsible for identifying sources of best practice and publicising that standard within 4SocialCare Ltd

5.6 The most common form of training at 4SocialCare Ltd is on-the-job training provided by colleagues and team leaders. All members of staff are expected to cooperate in training newcomers.

4SocialCare Ltd gives regular tuition on coaching skills. Staff with management responsibility should ensure that all relevant members of staff receive such tuition.

5.7 Periodically, 4SocialCare Ltd will organise short courses in-house, usually where a group of staff require specific additional knowledge or training (e.g. changes in procedures, the introduction of new equipment, and courses for newly promoted supervisors).

5.8 4SocialCare Ltd provides a resource of training materials. All staff are requested to make use of these resources, taking care to return them as soon as possible to ensure their availability to all is maintained.

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6. Definitions

6.1 Care Certificate

- The Care Certificate is a set of standards that social care and health workers stick to in their daily working life. It is the minimum standards that should be covered as part of induction training of new care workers
- The Care Certificate was developed jointly by Skills for Care, Health Education England and Skills for Health. It applies across all of social care and health and covers what is needed to be caring and gives staff a good basis from which they can develop their knowledge and skills
- Designed with non-regulated workers in mind, the Care Certificate gives everyone the confidence that workers have the same induction - learning the same skills, knowledge and behaviours to provide compassionate, safe and high-quality care and support
- Although the Care Certificate is designed for new staff, it also offers opportunities for existing staff to refresh or improve their knowledge
- The standards cover 15 areas:
 1. Understand your role
 2. Your personal development
 3. Duty of care
 4. Equality and diversity
 5. Work in a person-centred way
 6. Communication
 7. Privacy and dignity
 8. Fluids and nutrition
 9. Awareness of mental health, dementia and learning disabilities
 10. Safeguarding adults
 11. Safeguarding children
 12. Basic life support
 13. Health and safety
 14. Handling information
 15. Infection prevention and control

Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Training is important to develop staff and to ensure that they all have the skills needed to undertake their role effectively
- Individual staff training and development needs will be reviewed annually or more frequently dependent upon the needs of the people using the service
- Access to training will be planned and based upon assessed need
- All staff are entitled to at least 3 days days paid training per year
- It is expected that all staff will share the knowledge they have gained through training
- Course appraisal forms will be completed for all training undertaken
- Staff with specific interests will be encouraged to undertake training in the identified area and to develop an understanding of best practice

Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- You have the right to be supported by staff that are trained and competent to perform their roles
- 4SocialCare Ltd offers a suite of training for staff. We welcome your views on any ideas or suggestions regarding future training offered within 4SocialCare Ltd

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Further Reading

As well as the information in the 'Underpinning Knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

- **SCIE - Training, learning and CPD for health and care:** <https://www.scie.org.uk/training/>

Outstanding Practice

To be 'Outstanding' in this policy area you could provide evidence that:

- Highly specialised and individualistic training is provided
- External courses are sourced to increase the 'best practice' knowledge of staff
- Quality, not cost, is the driving factor in training provision
- Staff report that they are encouraged to develop at the service and that training is embedded into care practice
- Mandatory and minimum requirements for training are seen as that within the service and there are extensive opportunities for training
- The service provides training for other services and is seen as a source of 'best practice'
- Commissioners and other stakeholders consistently report that the service is innovative in how it delivers training
- The wide understanding of the policy is enabled by proactive use of the QCS App

Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Training Approval Form - PR25	To authorise and evaluate training for the organisation.	QCS
Record of Training, Development and Qualifications - PR25	To record previous and current training of staff from induction and ongoing.	QCS
Record of Statutory and Mandatory Training - PR25	To record and describe statutory and mandatory training.	QCS
Review of Training Needs at Organisational Level - PR25	To review skills and training needs associated with organisational objectives.	QCS
Training Action Plan - PR25	To action plan training needs.	QCS
Training Attendance Record - PR25	To record who attends training.	QCS

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Training Approval Form - PR25

Please complete Part 1 of this form and submit it to Mrs Jody-Ann Jones for authorisation before committing to a training event.						
In order to assess the effectiveness of training courses, please complete Part 2 of this form after you have completed the course.						
Please complete the form and return it to:					Within 2 weeks of attending the course.	
Name:			Job Title:			
Address:			Course Organiser:			
Course Title:						
PART 1						
Identify the business goal or objective which will be supported by the proposed training activity:						
Describe the way in which the training activity supports the identified goal or objective:						
Training authorised by (Manager):					Date:	
PART 2 (to be completed by person attending)						
	Very Poor				Excellent	Score
Suitability of the level of the course	1	2	3	4	5	
How good was the course organisation?	1	2	3	4	5	
Did the presentation maintain your interest?	1	2	3	4	5	
Use of visual aids	1	2	3	4	5	
Use of practical examples	1	2	3	4	5	
Level of participation	1	2	3	4	5	
Describe how well the course/event achieved the objectives identified in Part 1 above:						

Training Approval Form - PR25

What did you expect to gain from the training?		
Did you achieve what you set out to?		
Name:		Date:
Details of course / training:		
<p>In consideration of being supported by my employer to attend a training course, I agree to remain employed by 4SocialCare Ltd for a minimum of 12 months from the end of the course and undertake that if I leave my employment at any time before the end of this minimum period, then I will refund to my employers an amount proportionate to the unexpired portion of the contracted minimum period of service (calculated on a sliding scale) made up as follows:</p> <ul style="list-style-type: none">• The salary/wages, superannuation and National Insurance contributions paid by my employers in respect of my period of absence to attend the courses• The course fees for the full course of studies/training• Any relevant examination fees• Any grants towards the cost of textbooks paid to me or paid on my behalf by my employers• Any allowances or other expenses paid to me to enable me to attend the training course <p>I also agree that 4SocialCare Ltd has the right to deduct the outstanding amounts due under this agreement from my wages, or from other payments due to me on termination of my employment.</p>		
Signed:		(employee) Date:
Training authorised, signed:		(manager) Date:

Record of Training, Development and Qualifications - PR25

Name:	
Job Title:	
Record of any previous training and qualifications associated with role (e.g. Care Certificate, Health and Safety, First Aid, Team Building, etc).	
Date Achieved	Description (to include evidence seen)
Additional skills or interests which could contribute to the team effort (e.g. creative skills, music, etc).	

Record of Training, Development and Qualifications - PR25

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Record of Statutory and Mandatory Training - PR25

Employee Name:						
Role:						
Training Title	Dates Achieved					

Review of Training Needs at Organisational Level - PR25

Objectives of 4SocialCare Ltd (as identified in the Business Plan)	
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Review of Training Needs at Organisational Level - PR25

Skills Requirements for Each Objective		Current Skill Availability
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Training Action Plan - PR25

Skill Required	Action Required to Achieve	Who to Deliver	Who to Participate	"Specialist"	By (date)	Progress
RQF Diploma 2						
RQF Diploma 3						
RQF Diploma Assessor						
RQF Diploma Internal Verifier						
Basic Food Hygiene						
Intermediate Food Hygiene						
Moving and Handling						
Moving and Handling Trainer						
Health and Safety (specify)						
Fire Safety (specify)						
COSHH						
Dementia						
Depression						

Training Action Plan - PR25

Skill Required	Action Required to Achieve	Who to Deliver	Who to Participate	"Specialist"	By (date)	Progress
Continence						
Stroke (CVE)						
Sensory Loss						
Parkinson's						
Diabetes						
Multiple Sclerosis						
Palliative Care						

Training Attendance Record - PR25

Session Title:		
Objectives:		
Duration:		
Date:		
Name	Designation	Signature
Note: Signature by the attendee signifies that they and the trainer are satisfied with the level of competency of the attendee at the end of the training event, unless noted otherwise. The attendee will also receive a personal attendance certificate signifying the same.		
Signature (Trainer):		

Training Attendance Record - PR25

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