



INDUCTION, TRAINING & DEVELOPMENT POLICY

WRITTEN BY:

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INTRODUCTION

1.1 Biddulph Town Council is committed to ensuring that all staff and volunteers have access to learning, training and development opportunities, which enable them to be suitably knowledgeable and skilled to carry out their role within the organisation.

The Town Council believes it is enormously beneficial to develop the talents of those who work across the organisation, in any ways that fit with the organisation's development to meet its strategic objectives.

1.2 An effective induction process is vital for new starters. Good induction training ensures new starters are retained, and then settled in quickly and happily to a productive role. Induction training is more than skills training; it's about the basics that current employees all take for granted. This may include: what is the routine for holidays and sickness; what is the dress code; where the toilets are, etc.

New employees also need to understand the Town Council mission, goals, values and philosophy; personnel practices, health and safety rules, and the job they're required to do, with clear methods, timescales and expectations.

1.3 Professionally organised and delivered induction training is a new employees' first proper impression of the Town Council; it is an excellent opportunity to reinforce their decision to accept the role.

Proper induction training is increasingly a legal requirement. Employers have a formal duty to provide new employees with all relevant information and training relating to health and safety in particular.

1.4 The purpose of ongoing training and development is to equip people with the necessary skills, knowledge and attitudes to meet the organisation's needs in relation to its objectives. By investing in people through their training we ensure we harness their full potential and focus their energies on the needs of the organisation while fulfilling their need for personal development and job satisfaction.

1.5 The Town Council recognises that such development is a continuing process for every employee. Training is seen as a necessary investment in order to provide the excellent services the Council demands.

Training is not a privilege to be granted or withheld from employees, but should be undertaken after a critical appraisal of the Council's needs in relation to its objectives, while taking account of the realistic aspirations of those employees.

OBJECTIVES OF THE POLICY

2.1 The main objectives of this policy are to:

- Highlight the importance of effective induction for new employees, and the key methods for ensuring this takes place.
- Ensure that employees and volunteers are supported and enabled to meet the changing demands of the organisation and its service users so that the organisation achieves its strategic objectives.
- Facilitate employee/volunteer development and/or personal development through assisting them to broaden, deepen and thereby further enhance their existing skill base.

Provide a working environment where continuous learning and development take place that help staff to gain more enjoyment from their roles, increase motivation and enhance staff retention

PROVISIONS

3.1 INDUCTION

Induction training can take several forms, including:

- on the job coaching
- mentoring
- delegated tasks and projects
- reading assignments
- internet and e-learning
- site visits

shadowing (shadowing another employee to see how they do it and what's involved).

3.2 As part of the induction process, consideration should be given to providing information on the following areas:

- Washrooms
- Food and drink
- Smoking areas and policy
- Organisational history, background overview and structure
- Ethics and philosophy
- Who's who (names, roles, responsibilities)
- Site layout
- Other sites and locations
- Dress codes
- Pay
- Absenteeism and lateness
- Holidays/ sickness
- Pension
- Rights and legal issues
- Time and attendance system
- Security
- Transport and parking
- Grievance procedures
- Discipline procedures
- Training and development
- Appraisals
- Health and Safety, and hazard reporting
- Emergency procedure- fire drill and first aid
- Accident reporting
- The work-flow - what are we actually here to do?

- Customer service standards
- Stationery and supplies

3.3 The Chief Officer will organise the induction plan and give it to the new starter before they join the Town Council.

3.4 TRAINING AND DEVELOPMENT

The Chief Officer and Human Resources (HR) Committee have a key role to play in training by:

- Demonstrating a commitment to train and develop employees in relation to the organisation's objectives.
- Ensuring that training and development plans are focused on the organisation's needs and provide adequate resources.
- Identifying training needs jointly with employees in relation to individual objectives.
- Carrying out on-the-job instruction and coaching.
- Making all employees aware of training and development opportunities open to them, selecting employees for training and briefing them.
- Ensuring that those who are trained share their learning with others wherever possible and appropriate.

3.5 The individual employee's role is to:

- Identify personal training needs in relation to their personal objectives.
- Be aware of training and development opportunities open to them and request training where appropriate to their training needs.

Evaluate the effectiveness of training with the Chief Officer.

3.6 Options for learning and development may include:

- On the job learning including learning from other members of staff via job shadowing, mentoring, in house skill sharing, staff away days etc.
- Visits to other organisations.
- Setting up job development opportunities such as public speaking, in-house presentations at meetings, etc.
- Attending internal or external training days/ workshops
- Attending conferences and forums
- Web based e-learning

Self-directed study – such as books, manuals, online information

3.7 Biddulph Town Council aims to prioritise learning that focuses on areas which:

- enable us to fulfil our strategic objectives
- pertain to any organisational statutory/contractual obligations
- are essential in order to generate and maintain income

- enable effective responses and management of legislative changes
- ensure IT skills meet business need
- are essential to ensure the quality of service provision
- enable employees to meet their responsibilities in completing continuous professional development required by relevant professional bodies
- enable management development in relation to those who have managerial/supervisory responsibilities.

3.8 Performance management and annual appraisals are an ongoing communication process, which involve both the Chief Officer and the employee in:

- identifying and describing essential job functions and relating them to the strategic and operational objectives of the organisation
- developing realistic and appropriate performance standards
- giving and receiving feedback about performance
- participating in constructive performance appraisals
- planning learning and development opportunities to sustain, improve or build on employee work performance.

RELEVANT LEGISLATION

4.1 We will ensure we meet our obligations set out in the **Equality Act 2010** by training staff on appropriate policies, practices and procedures.

4.2 The **Health and Safety at Work etc. Act 1974** is the primary piece of legislation covering occupational health and safety in Great Britain. The Act makes further provision for securing the health, safety and welfare of persons at work, for protecting others against risks to health or safety in connection with the activities of persons at work, and for controlling the keeping and use of dangerous substances.

Staff working at Biddulph Town Council will be trained on appropriate health and safety policies, practices and procedures.