

Policy title	Staff Development Procedure
Issue date (m/y)	07/2013
Author	Donna Welburn, Operations Manager
Approved by	Laura Cook, Director
Last review	07/2017
Review date (m/y)	07/2019

Context and /or Aims

The Learning Support Centre Ltd value all members of the team, and their continuous self-development is vital to maintain a high quality standard of service. We actively seek to recruit individuals who commit themselves to improving their knowledge and understanding throughout their careers.

Procedure

Recruitment

There are a number of roles within the organisation and each role has essential criteria, with specific qualifications required as guided by our sector. Those without the essential qualifications advertised on the job description cannot be shortlisted for interview. Where training lies outside of the vocational expertise of the team, suitably qualified, freelance trainers will be employed. Groups wishing to deliver accredited or non-accredited training in collaboration with Learning Support Centre will be required to demonstrate that the staff involved in the delivery of training have a teaching qualification relevant to the level of the course.

Induction

All new employees are asked to attend the an induction and refresher training annually to allow them to be kept informed of company related updates and changes. A weekly email is sent out to all staff to kept them up to date with requirements of their role and training opportunities. Staff also attend role specific induction training so that they are aware of the company's systems for example referrals, reviews, assessment and moderation. Each role has a training sign of sheet to ensure all initial training has been carried out in the specified time.

Training

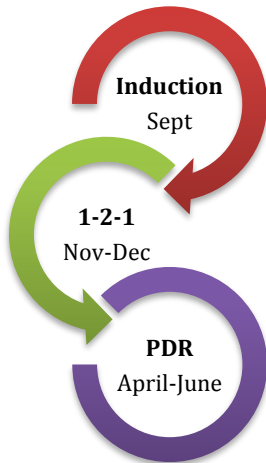
As part of employee's roles they are asked to take part in training which will be free of charge and will support them in their role and delivering a quality service.

There are 3 keys times during the year when team members meet with their line managers regarding their development; **however they can contact their line manager or senior to discuss their personal development at any point. If a team member has a query, concern or issue we would rather they speak to someone as soon as possible so we can help to resolve this.**

- 1) **September Induction** - There is an induction session at the beginning of the academic year, staff are asked to attend to ensure they are up to date on current procedures and have all the information required to carry out their role effectively.
- 2) **November - December 1-2-1** – This is an opportunity for team members to catch up with a member of the management team, to discuss how they are getting on in your role, look at their achievements to date and to review any training needs. (Although this is called a 1-2-1 it may be a 2:1 depending on the number of roles carried out).

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3) **April - July PDR** –A Professional Development Review is a chance for team members to review the year with their manager, what has gone well, the training they have achieved and what areas they would like to develop.



Role Specific Development Activity

Month	Oct/ Nov	Oct/ Nov	Nov / Dec	Dec	Jan	Jan/ Feb	Feb/ March	March/ April	March /April	April - June	May - July	June
Activity	Supervision	Observation (new tutors)	1:2:1	Client Feedback & Review	Observation	Supervision	Observation	Client Feedback & Review	Supervision	PDR	Client Feedback & Review	Staff Survey
Study Skills Tutor		✓	✓	✓				✓		✓	✓	✓
Mentor	✓		✓	✓		✓		✓	✓	✓	✓	✓
Academic Support Worker			✓	✓				✓		✓	✓	✓
Personal Assistant	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Trainers and Assessors		✓	✓	✓	✓		✓	✓		✓	✓	✓
Assistive Technology Trainer			✓	✓				✓		✓	✓	✓
Office Staff			✓	✓	✓	✓		✓	✓	✓	✓	✓

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Support with training

There are three training weeks throughout the academic year in September, December and April where The Learning Support Centre Ltd will provide training opportunities. Training opportunities that come up throughout the year are also posted out to all staff via the LSC hub.

If team members are interested in a training course or development opportunity that will add value to their role, they can make a request to their line manager. If their line manager feels that the training is relevant to their role and the request is reasonable they will ask them with an SD1 form (*this is via the PeopleHR logbook*)

This will be submitted to the Directors for approval.

Employees cannot apply for support for:

- Membership fees
- A contribution exceeding £100 per academic year
- Mileage or transport costs

This initiative is reviewed annually. There is a limited budget and many relevant training opportunities, so not all requests will be approved. It is up to you to be proactive in accessing this support for your continual professional development.

Those that have their requests approved will be required to complete an SD2 form (*this can be accessed in your PeopleHR logbooks*). This must be submitted prior to submitting an expense claim form on timesheet submission day. **Employees have one calendar month from the day of course completion to submit their expenses claim, this will not be accepted without an SD2 being completed.**

We ask that all Continual Professional Development (CPD) is recorded on PeopleHR in logbooks as described below:

Qualification logbook – any courses that you complete where you gain a qualification, a copy of the certificate should be uploaded onto the system to evidence completion.

Training logbook – any training that you complete where you get a certificate of accreditation or attendance, a copy of the certificate should be uploaded onto the system to evidence completion.

Continual Professional Development logbook – any other CPD that you undertake, internal training, webinars, research please add it to this logbook as it will help you to review the CPD you have carried out throughout the year when you come to your Professional Development Review (PDR).