



Training and Development Policy
1st January 2020 to 31st December 2021

CWLC Training and Development Policy

Commitment

We are committed to ensuring that all CWLC employees receive the appropriate training required to carry out their duties safely, without risk to themselves or others, whilst achieving high standards for customers. As part of this process CWLC provides induction training and on-going skills training to all new employees. The need for training will be determined by the requirements of the individual employee's job role and the contract they work on. CWLC adopts a process of continuous improvement and assesses and reviews the development needs of employees. CWLC actively encourages all staff, regardless of employment status, experience or role, to take advantage of the training opportunities available from induction through to formal NVQ qualifications or role specific training and management courses.

Legal obligations

The Health and Safety at Work Act (1974) requires that we adequately train all employees, so they are safe and compliant at work. This is also required by other more specific legislation which relates to the use of machinery, handling activities, hazardous substances and the wearing of personal protective equipment. CWLC ensures that employees can carry out their duties without jeopardising either their health and safety, or that of their colleagues, customers and members of the public on customer sites.

How we make it happen

All employees are logged onto the CWLC one drive Assessor/Employee files when they commence employment, Employee training and development file is in each Employees file where they record their personal development plan and training completed. They undergo mandatory induction training in the first 6 weeks following engagement. This training includes a welcome to the CWLC, health and safety training and key areas such as fire safety, first aid, absence procedures, workplace hazards, awarding body/funding requirements, etc. All training is monitored by the IQA/Centre Manager and recorded against the specific employee file. Where refresher training is required the manager is prompted through the Development plan at the time it approaches the renewal date. Training requirements are assessed through both the standard training requirements for all employees and through their own reviews/appraisals with their line manager. NB no operational staff may commence their duties without being site inducted. An induction course including health and safety will be delivered to such staff during the first week of any new contract.

Effectiveness

The effectiveness of this training policy is measured by auditing employees against Personal Performance which relates specifically to:

- Quality of work
- Customer Feedback
- Contract Retention
- Health and Safety Performance

Employee duties

Employees are expected to cooperate with CWLC to undertake the appropriate training and development required for their role.



Alan Keating

CWLC Lead IQA/Centre Manage