



Freedom Support Network Workforce Development and Training Policy

This policy is intended to set out the values, principles and procedures underpinning Freedom Support Network's approach to staff development, support and training.

Policy Statement

Freedom Support Network believes that its staff and volunteers represent its greatest asset. By providing opportunities, facilities and financial support for staff, the organisation aims to ensure that all its staff are in possession of the knowledge, skills and experience necessary to perform their jobs to the highest standard. To this end, the organisation is committed to functioning as a learning organisation, and to providing all of its staff with the opportunity for training and retraining in accordance with their own needs and those of the organisation.

Policy Details

1. A training noticeboard is situated in the office, where all relevant training information, forthcoming courses and training opportunities are posted.
2. Staff members are sent notices of upcoming training, details and venue of training via email, the official staff/management communication portal, text messages or by phone and arrangements made to cover shifts so that training is attended.
3. All new members of staff attend a three-day induction training programme that is based on the how to provide information, education and guidance to our service users.
4. Ad hoc staff and volunteers, will be trained periodically on their main duties and our professional staff and volunteers (Coaches, Counsellors and course trainers) will be certified to either have the necessary experience or qualification to provide the services they say they can provide.
5. Freedom Support Network invests in training that helps to meet its goals of providing a quality service, which are achieved by increasing the knowledge and skills and competencies of its staff and volunteers to meet the needs of clients. In choosing relevant training the organisation is guided by the recommendations from BACP and other relevant organisations' guidance. Freedom Support Network constructs its training programmes by choosing courses needed by its staff/volunteers which are most likely to result in better outcomes for clients.
6. The Service Manager will always consider requests for and may propose staff and volunteers' attendance at training events in accordance with both the organisation's needs and those of the member(s) concerned, which can be established from their supervision, appraisal and annual development plans.
7. The organisation firmly believes in the value of work-based learning and organises a programme of staff meetings, in-house training events and discussions. These are held every second month to which all staff attend if on duty. Details of dates and topics are posted on the training noticeboard.
8. All staff have an annual appraisal which, amongst other matters, reviews all training undertaken and sets goals for the coming year based on the individual training needs assessment.
9. All staff are provided with an annual personal training file, which they will keep. In the file they

include details of all training sessions that they attend. The file should also contain a personal development plan filled in at the same time as the appraisal. The personal development plan contains details of any training opportunities that the member of staff seeks to pursue during the year. The folder must be kept in an accessible place as it may be required for inspection purposes at any time.

10. The organisation is well aware of its need to provide full training and support when it diversifies into new areas of service delivery. This includes clients who are obtaining services using a direct payments method.

11. Information on the organisation's approach to training is included in its Statement of Purpose and is updated there as the training needs change.

Application Process

Staff who wish to attend a certain course or training event and wish to apply for paid time off or a contribution to the training fee, should address queries about the suitability or availability of training, and their eligibility to attend a specific course in particular, to their supervisor or manager. They should then fill in a training request form and submit this to the organisation manager. The service manager is responsible for the organisation of the organisation's induction and continuing training programmes, including in-house training.

Training Needs Assessment

A training needs assessment is discussed and recorded with the individual staff member as part of the appraisal system.

Management Training

The organisation's managers are also expected to undertake continuing training that is relevant to their roles and tasks and to update their knowledge and skills. Managers are expected to undertake staff supervision and appraisals and to help staff to develop their personal development plans for which they will also receive training in these responsibilities.

This policy will be reviewed by the service manager.

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