



## **Dudley Mind Staff Training Policy and Procedure**

### **1) Policy**

1.1 Dudley Mind aims to deliver services to its clients that assist their recovery. To achieve this staff must have the relevant knowledge and skills. This policy and procedure explains Dudley Mind's commitment to the training and development of its staff and how this is implemented. Dudley Mind is committed to training and developing its workforce to ensure that clients are supported and receive the best service at all times.

Managers should review training needs as part of the support and supervision process which will include discussions with the employee him/herself and consideration of the relevance of training and development to the achievement of the organisation's objectives.

The training provision for staff consists of four areas

#### **1.2 Induction training**

All Dudley Mind staff will receive a first day orientation from the HR Officer or their line manager on their first day of employment (Appendix 1). Staff are then required to complete a formal induction over 12 weeks (Appendix 2) with their line manager. The induction pack is a slightly adapted version of the nationally recognised Common Induction Standards developed by Skills for Care. The manager will sign off the areas covered in the induction training pack only when they are satisfied that the worker has demonstrated a sound basic knowledge and understanding of the different subject areas. This can be demonstrated by observations, questioning, tests and reviewing work completed by the new employee.

#### **1.3 Mandatory training**

Appendix 3 shows a sample training plan for all staff mandatory training which covers health and safety, fire awareness, basic first aid, adult abuse, mental health awareness and equal opportunities. Mandatory training should be completed within the first 26 weeks of employment

#### **1.4 Job specific training**

Each staff member's training plan will have job specific mandatory training according to their job role. Job specific training should be completed on an ongoing basis as and when required. This may include the completion of an NVQ or similar qualification for some job roles.

### **1.5 Self-Initiated Training**

Self initiated: i.e. training which, whilst not essential, will enhance an individual's understanding of Dudley Mind's work or develop skills that will be of longer term benefit to the individual and the organisation. The onus here is on the individual to identify topics and courses, and to agree their relevance with their line manager through normal supervision. Staff may then apply for funding of this training following the procedure below.

### **2) Scope**

The policy and procedures described in this document apply to all permanent Dudley Mind employees.

### **3) Procedure**

3.1 The arrangement at Dudley Mind under which staff complete mandatory and job specific training and staff may seek assistance with training which they initiate themselves is as follows:

#### **3.2 Induction, Mandatory and Job Specific Training**

3.2.1 This is training which is essential for staff to undertake in order to do their work.

3.2.2 The cost of this training (where applicable) will normally be funded in full. All costs will be met by Dudley Mind, but training materials and books etc remain the property of the organisation.

3.2.3 The need for such training may be explicit in job descriptions and job adverts, or may arise from significant changes in working practices or the demands of funders. Job specific training should be identified by the employee and line manager through supervision and requests passed on to the HR Officer to authorise and arrange.

3.2.4 The HR Officer is responsible for sourcing and planning this training and will then inform the employee/manager of the date, time and location.

#### **3.3 Application**

3.3.1 There is not a formal application procedure for this training as it will normally be agreed between line manager and his or her staff as part of supervision.

3.3.2 Any requests for external training must go through the HR Officer who will authorise booking subject to budget allowance.

### **3.4 Self-Initiated External Training**

#### **3.4.1 Qualifying Courses**

To qualify for assistance a course must:

- teach skills and impart knowledge relevant to your current or future work in Dudley Mind, or involve accreditation and consolidation of prior learning; or be designed to improve access to education through, for instance, improved use of written and spoken English.
- be supported by your line manager

#### **3.4.2 Selection**

Where a choice has to be made between applications (e.g. more people apply than there are funds) places will be allocated on the basis of:

- Course relevance and needs of the work
- The extent to which assistance has already been given to an individual: those applying for the first time will have precedence over similar applicants who have already completed a course with Dudley Mind's assistance
- The stage an individual is at in their career with Dudley Mind, and their level of competence and effectiveness.
- The stage an individual has reached on a course; subject to the individual making satisfactory progress and funds being available students will be assisted for up to 3 consecutive years on a course.

#### **3.4.3 Assistance**

Course fees, books, materials can all be funded by Dudley Mind up to the limit agreed by the decision making panel.

Time off: attendance will normally be in an individual's own time, although line management have discretion to grant a reasonable amount of study leave in exceptional circumstances. Leave may also be granted to take exams or to complete accreditation of prior learning.

Dudley Mind will not pay staff membership of professional institutions unless membership of an institution is a requirement of the job description.

Fees: advice on current course charges and reasonableness of the cost of a particular course can be obtained from the HR Officer.

### **3.4.4 Applications**

Staff seeking support on courses leading to a formal professional or academic qualification should apply no later than 31<sup>st</sup> May for courses commencing in the following academic year (e.g. September, October).

Requests to attend conferences or for assistance on short courses should be made as early as possible before the course.

Applications should always be made on the form in Appendix 4.

Requests for assistance must be supported by details of the course, its objectives etc, and evidence of cost involved; time off for exams must be supported by evidence of date and time of exam.

Training will be authorised as follows:

- Long courses leading to qualifications: each year in June by the Chief Executive Officer. A further application must be made for each academic year that the course runs for. Approval will be dependant upon the achievement of satisfactory standards during the previous period of study.
- Short courses and conferences – HR Officer or Chief Executive Officer as appropriate.

For long courses involving significant investment by Dudley Mind, employees will be required to sign an undertaking to remain with the organisation in order that it can benefit from the investment: departure before an agreed date may result in staff having to refund some of the training costs paid for by Dudley Mind (see Appendix 5 Recovery Form).

### **4) Attendance**

Attendance at all induction, mandatory and job specific training is compulsory for all Dudley Mind employees.

### **5) Appraisals/Supervisions**

5.1 Each staff member will have monthly supervision sessions with their line manager with training and development needs as a standing agenda item. Staff should use these opportunities to highlight and discuss any training needs they feel they have with their line manager.

5.2 Annual appraisals will form a personal development plan for each member of staff which will be used to form the Organisation's training plan for the following 12 months. The purpose of this is to enable monitoring of training needs of all staff annually, to ensure that identified training needs are met (as far as possible), and to assist in identifying generic training needs.

## **6) Responsibilities**

6.1 Employees and their line managers are responsible for identifying training needs through monthly supervision sessions and informing the HR Officer.

All employees are required to undertake training relevant to their post.

6.2 The HR Officer is responsible for sourcing and planning all mandatory and job specific training within the organisation.

Self-initiated training should be sourced by the employee concerned and authorised by the Board of Directors as per the procedure.

The Office Administrator/HR Officer is responsible for maintaining accurate records of the training undertaken by all staff.

## **7) Timescales**

Please note that the timescales for completion of training are flexible in response to legislative or other factors.

## **8) Changes**

Dudley Mind reserves the right to change the provision of the Absence Policy and Procedure by amendment, addition or deletion or substitution of new procedures from time to time at its discretion. Employees will be notified of any changes by appropriate means.

**Appendix 1**

**Dudley Mind First Day Induction Pack**

Name	
Job Title	
Start Date	
Induction Trainer	

Task	Date completed	Trainer signature	Trainee signature
<b>1<sup>st</sup> Day induction</b>			
<b>1) Background to the organisation</b>			
a) History of Dudley Mind			
b) Services of Dudley Mind			
c) Goals/mission statement			
d) Organisation chart			
e) Management/reporting lines/role of board			
<b>2) Contract</b>			
a) Proof of eligibility to work in UK			
b) P45/P46			
c) CRB application form			
d) Review & signing of contract			
e) Hours of work/breaks/lieu time			
f) Holidays – entitlement, approval, bank hols			
g) Payment details – obtain bank details, pay date, timesheets			
h) Expenses			
i) Mileage			
j) Pension			
k) Trade union			

l) Job description			
m) Absence policy & procedure			
n) ID card (photos)			
o) Proof of qualifications			
<b>3) Local environment</b>			
a) Tour of office – to cover toilets, kitchen, other organisations at head office			
b) Introductions to staff			
c) Car parking			
d) Telephone			
e) Security (keys, getting into head office)			
f) Signing in/out			
<b>4) Lone working</b>			
a) Lone working – policy and procedure (code word, ring in between clients)			
b) Issue of personal alarm			
c) Issue of mobile phone			
d) Emergency contact numbers			
e) On-call number			
<b>5) Transport</b>			
a) Transport policy and procedure			
b) Car insurance, MOT, driving licence			
<b>6) Manual Handling</b>			
a) Manual handling – brief description & training provided at later date			
<b>7) Smoking</b>			
Smoking – area and policy			
<b>8) Communication</b>			
a) Team meetings			
b) All staff meetings			

c) Board meetings			
d) Support & Supervision/ appraisals			
<b>8) Policies &amp; Procedures</b>			
Policies and procedures			
Code of conduct			
Employee Handbook			
<b>9) Training</b>			
Receive copy of training plan			
Health & Safety training date			
<b>10) IT</b>			
IT Induction			

**Appendix 2**

**Induction Programme**

(adapted from GSCC Common induction Standards)

To be completed by all staff within the first 12 weeks of employment with Dudley Mind. A copy will be held on the employee's personal training file.

Name	
Job Title	
Department	
Start Date	
Line Manager	
Completion Date	

Standard 1: Using the Principles of care

Main Areas	Outcomes	Outcome achieved		Date
		Employee's Signature	Manager's Signature	
1.1 Values	Know what the Recovery Model is and understand that Dudley Mind operates its services within this framework			
	Understand that you must show service users dignity and respect at all times.			
	Understand that you must promote and respect the choices of service users whenever possible			
	Understand the need to respect diversity and to respect different cultures and values			
	Understand what 'Equal Opportunities' means			
1.2 Confidentiality	Understand what confidentiality means, and show that you can apply			

	Dudley Mind's policy on confidentiality in the course of your work.			
1.3 Person Centred Approaches	Understand the importance of viewing the service user holistically – finding out about their history, their lifestyle preferences, their needs and aspirations.			
	Have a basic awareness of the signs, symptoms and types of illness that service users may be experiencing			
	Understand that service users may sometimes neglect their own physical and emotional health			
	Understand that service users may be socially isolated and excluded. Be aware of some of the attitudes shown to service users by society in general.			
	Understand that service users may display unpredictable and challenging moods and behaviours, and have a basic understanding of how to respond to these.			
	Understand there are a range of different approaches which can be used to motivate service users and promote recovery.			
	Understand how personal care is different to support. Understand which is appropriate for your particular service.			
1.4 Assessment	Understand Dudley Mind's assessment policy and how it applies to your service			
1.5 Support planning	Understand Dudley Mind's support plan policy and			

	how it applies to your service			
1.6 Risk Assessment	Recognise that the individual's you support have a right to take risks.			
	Understand Dudley Mind's risk assessment policy and how it applies to your service. Understand how to assess whether the behaviour/activities of the individuals you support represent a risk to either themselves or others.			
	Know how to inform relevant people about any risks identified			

Standard 2: Understand the organisation and the role of the worker

Main Areas	Outcomes	Outcome achieved		Date
		Employee's Signature	Manager's Signature	
2.1 Your role as worker	Understand the organisational structure of Dudley Mind and the aims of the organisation as a whole			
	Understand your job description and know what is expected of you based upon this			
	Understand the management structure of the particular service you work for, and the roles of the colleagues within it			
	Work to the guidelines given in the Dudley Mind Code of Conduct			
2.2 Policies & Procedures	Understand why it is important for you to follow Dudley Mind's policies and procedures. Know where to find these			

	policies and procedures and show that you understand them			
2.3 Worker Relationships	Understand the nature of the service user/worker relationship – be aware of the responsibilities and boundaries of the relationship			
	Understand the need to be professional, consistent, reliable and dependable in your interactions with others – be they service users, staff, or any other relevant parties.			

Standard 3: Maintain Safety at Work

Main Areas	Outcomes	Outcome achieved		Date
		Employee's signature	Manager's Signature	
3.1 Health & Safety	Read and understand Dudley Mind's health and safety policy. Show that you understand H&S responsibilities with respect to (a) yourself (b) Dudley Mind (c) the service users you support			
3.2 Moving & Handling	Be aware of basic safe moving and handling techniques but be aware of the limits to which you should normally be involved in manual handling tasks.			
3.3 Fire Safety	Understand how to promote and maintain fire safety at work			
3.4 First Aid and accidents	Know what to do in response to illness or accident – understand how first aid procedures			

	and accident reporting operates at your place of work			
3.5 Infection Control	Understand good basic hygiene practices and how to prevent the spread of infection			
3.6 Medication and health care	Understand some of the different types of medication service users may be taking – know why it is prescribed and what it's effects are			
3.7 Security and personal safety	Be aware of basic security measures applicable to your workplace – including open up and lock up procedures, alarm setting, etc			
	Understand and apply Dudley Mind's lone working policy			

Standard 4: Communicate effectively

Main areas	Outcomes	Outcome achieved		Date
		Employee's signature	Manager's Signature	
4.1 Encourage communication	Understand how problems with mental health can impact on the way someone thinks and communicates			
	Understand how all behaviour (including challenging behaviour) is a form of communication			
	Build relationships that encourage communication			
4.2 Use communication techniques	Show that you can listen effectively			
	Use verbal and non-verbal communication effectively.			

	Understand when the use of touch is and is not appropriate			
4.3 Record keeping	Show that you can record information in a clear, concise, factual and appropriate manner.			

Standard 5: Recognising and responding to abuse and neglect

Main areas	Outcomes	Outcome Achieved		Date
		Employee's Signature	Manager's Signature	
5.1 Legislation, policies and procedures	Understand key legislation and policy in relation to abuse and neglect – CRB checks, POVA, No Secrets.			
	Understand Dudley Mind's policy on abuse			
5.2 The nature of abuse and neglect	Know what the following terms mean: Physical abuse Sexual abuse Emotional abuse Financial abuse Institutional abuse Self neglect Neglect by others			
5.3 Recognise the signs and symptoms of abuse and neglect	Recognise the signs and symptoms associated with the above			
5.4 How to respond to suspected abuse or neglect	Know how and when to report suspected abuse or neglect, following Dudley Mind's procedure.			
5.5 Whistle blowing	Understand that your first responsibility is to the safety and well being of the individuals you support			
	Know how and when			

	to report any resource or operational difficulties that might affect the delivery of safe care.			
	Know how and when it is your duty to report the practice of colleagues which may be unsafe			
	Know what to do if you have followed Dudley Mind's policies and procedures to report suspected abuse, neglect, operational difficulties or unsafe [practices, and no action has been taken. Understand how Dudley Mind's whistle blowing procedure works.			

Standard 6: Develop as a worker

Main areas	Outcomes	Outcomes achieved		Date
		Employee's Signature	Manager's Signature	
6.1 Support & Supervision	Know how and when to get advice, information and support about Dudley Mind, your own role and responsibilities, and the role and responsibilities of others.			
	Understand the purpose of supervision and the arrangements for supervision in your service. Show that you use supervision effectively.			
6.2 Knowledge and skill development	Understand the need to gain further skills and knowledge to support and develop your work. Be aware of Dudley			

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	Mind's training policy and understand the arrangements for ongoing training within the organisation.			

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Appendix 3

**TRAINING PLAN**

**Name**.....

**Job Title**.....

**Start Date**.....

<b>Training</b>	<b>Date Planned</b>	<b>Date Completed</b>
Induction		
First Day Induction Checklist		
12 week Induction programme		
Mandatory Training		
First Aid Basic		
First Aid At Work		
Fire Awareness		
Fire Marshall		
Health & Safety		
Mental Health Awareness		
Adult Abuse Awareness		
Equality & Diversity		
I.T Training		
Manual handling		
Job specific training		
Food Hygiene		
Risk assessment		
Recovery		
Violence & aggression		
Professional Boundaries		

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Personal Development Training		

Signed Employee.....  
Signed Manager.....  
Date.....

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Appendix 4

**Application for Assistance from Dudley Mind for Self-Initiated External Training**

On completion send to: Chair of Board of Trustees

Applicant Name			
Job Title			
Line Manager			
Course Provider Name			
Contact Name & Address			
Telephone Number			
Course/Subject Title			
Course/Subject Dates:	Start date		Finish date
Course/Subjects/Modules Please list course subjects or modules to be studied			
Method of study (please tick)	Evening		Half day release
	Home study		Day release
	Please advise week day if requesting half day or day release:  If during work time please state how you intend to cover absence from work (e.g. annual leave, changing working hours etc)		
Additional Study Time (e.g. summer school, residential etc)			
Course fees per year	£		
What previous assistance have you had from Dudley Mind?			

How does this course/conference/seminar relate to your work? (continue on separate sheet if needed)	
What do you hope to achieve from the course/conference/seminar?	
What are the benefits to Dudley Mind?	
Applicants Signature	

TO BE COMPLETED BY LINE MANAGER

I do support this application		I do not support this application	
COMMENTS			
Line Manager Signature		Date	

TO BE COMPLETED BY AUTHORISING PERSON

Course approved	Yes		No	
COMMENTS:				
Authorising Person Signature		Date		

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Appendix 5

**Recovery Form**

Name	
Job Title	
Course/Subject Title	
Course Start Date	
Course Finish Date	
I agree to remain employed by Dudley Mind for a minimum period of 1 year after completion of the above course.	
I understand that if I leave the employment of Dudley Mind before the agreed timescale, course fees will be deducted from my salary on the following basis:  This training will end on [date] and if I leave my employment at any time before the end of [above date plus one year] I undertake to refund to my employer £ [accurate pre-estimate of cost of training] or a proportion based on the following scale:-  Less than 3 months after completion of training 100%  3 months but less than 6 months after completion of training 75%  6 months but less than 9 months after completion of training 50%  9 months but less than 12 months after completion of training 25%	
In the event of my failure to pay I agree that my employer has the right as an express term of my Contract of Employment to deduct any outstanding amount due under this agreement from my salary or any other payments due to me on the termination of my employment.	
Signed	
Date	