



Review Sheet		
Last Reviewed 01 Apr '23	Last Amended 01 Apr '23	Next Planned Review in 12 months, or sooner as required.
Business impact	<p>Changes are important, but urgent implementation is not required, incorporate into your existing workflow.</p> <p>MEDIUM IMPACT</p>	
Reason for this review	Scheduled review	
Were changes made?	Yes	
Summary:	This policy will support staff with training requirements. It has been reviewed with minor content changes with regards to induction, mandatory and specialist training. Underpinning Knowledge links and the Further Reading section have also been reviewed to ensure they remain up to date and current.	
Relevant legislation:	<ul style="list-style-type: none"> The Care Act 2014 The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 	
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> Author: Care Quality Commission, (2016), <i>CQC's position on the Care Certificate</i>. [Online] Available from: https://www.cqc.org.uk/sites/default/files/20150318_one_page_cqc_position_care_certificate [Accessed: 28/4/2022] Author: Skills for Care, (2016), <i>Care Certificate</i>. [Online] Available from: https://www.skillsforcare.org.uk/Learning-development/inducting-staff/care-certificate/Care-Certificate.aspx [Accessed: 28/4/2022] Author: Care Quality Commission, (2021), <i>Regulation 18: Staffing - Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 18</i>. [Online] Available from: https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-18-staffing [Accessed: 28/4/2022] Author: Skills for Care, (2016), <i>The Care Certificate Mapping</i>. [Online] Available from: https://www.skillsforcare.org.uk/Documents/Learning-and-development/Care-Certificate/The-Care-Certificate-Mapping.pdf [Accessed: 28/4/2022] Author: SKILLS FOR CARE, (2021), <i>Core and mandatory training</i>. [Online] Available from: https://www.skillsforcare.org.uk/Learning-development/Guide-to-developing-your-staff/Core-and-mandatory-training.aspx [Accessed: 28/4/2022] 	
Suggested action:	<ul style="list-style-type: none"> Share 'Key Facts' with all staff Ensure relevant staff are aware of the content of the whole policy 	
Equality Impact Assessment:	Commenciz Ltd have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.	



1. Purpose

1.1 To formalise the training needs of Commenciz Ltd based on regulatory requirements and service needs and to formalise the methods for identifying training needs for all staff groups.

1.2 To identify the training opportunities for staff and provide a framework for annual planning and review.

This includes:

- Induction
- Mandatory training
- Refresher training
- Specialist training
- Vocational training

1.3 To support Commenciz Ltd in meeting the following Key Lines of Enquiry:

Key Question

Key Lines of Enquiry

EFFECTIVE	E1: Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?

1.4 To meet the legal requirements of the regulated activities that {Commenciz Ltd} is registered to provide:

- The Care Act 2014
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014



2. Scope

2.1 The following roles may be affected by this policy:

- All staff

2.2 The following Service Users may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- Commissioners
- Local Authority
- NHS



3. Objectives

3.1 Commenciz Ltd ensures that all staff are in possession of the knowledge, skills and experience necessary to perform their jobs to the standards Commenciz Ltd and Service Users expect.



4. Policy

4.1 Commenciz Ltd believes that continuous improvement of its services is dependent upon the continuous development of the skills of its workforce. Commenciz Ltd will therefore review and plan for that continuous development.

4.2 Commenciz Ltd will ensure that it reviews (at least annually – see Business Plan for Commenciz Ltd) its operational plan and objectives to ensure that all objectives are supported by appropriate training and development.

4.3 Commenciz Ltd will review the needs of its Service Users (at least annually or when changes occur) to ensure that all needs are supported by appropriate training and development.

4.4 Commenciz Ltd will review all requests for development against its objectives to ensure that the activity supports the achievement of its objectives.

Staff requesting development which is not required by organisational goals may be authorised by Commenciz Ltd for individual reasons, such as a reward for exceptional attendance or performance.

4.5 Staff supported by Commenciz Ltd to attend external courses will prepare a teaching summary of the course content and an evaluation within seven days of completion of the course. They will also deposit the course material or a copy of the same in a place accessible by all staff.

4.6 Commenciz Ltd will expect staff undergoing training to remain in employment for 12 months following the end of the training, otherwise a portion of the training costs will be recovered from the individual on termination.

4.7 Commenciz Ltd believes that in-house resources, in-house training, development events and support are the most effective way of achieving its aims and will use those strategies wherever possible. Commenciz Ltd will also maintain a list of approved training providers.

4.8 Commenciz Ltd will complete an annual training needs analysis that will outline training requirements, who needs to complete training and how training will be delivered such as:

- E-Learning
- Face to face
- Frequency
- Training provider
- Competencies

This approach enables Commenciz Ltd to be flexible in ensuring individual learning styles can be catered for.



5. Procedure

5.1 Training Entitlement

- Staff are entitled to a minimum of 3 days paid training per year, including:
 - Induction training
 - In-house mandatory, role and service-specific, specialist training
 - Competencies/observations and feedback
- Focused personal development, such as recorded and focused supervisions and individual coaching also count towards training time and will be recorded as such
- All staff will receive training in their roles and this training will ensure that certain standards of competence are met

5.2 Induction

It is the responsibility of the line manager to ensure that new staff are welcomed to the team and take part in an appropriate onboarding and induction programme, although it is not expected that they will cover all elements personally.

Haseeb Khan will communicate with other staff at Commenciz Ltd about any new staff who will be starting and completing their induction.

New staff will be provided with a written plan of induction setting out what is entailed, the location and who will support them through the process. The induction programme will comply with legislation and staff will be aware of their expectations and responsibilities around its completion.

Further information can be found in the Induction and Onboarding Policy and Procedure at Commenciz Ltd.

5.3 Mandatory Training

As part of the training needs analysis at Commenciz Ltd, Haseeb Khan will take into account [skills for care](#) guidance on core and mandatory training in order to produce an annual plan of training.

All staff will be required to undergo any training that is defined as mandatory. This training may include competency assessments and periodic refresher training as defined within the training needs analysis at Commenciz Ltd.

5.4 Specialist / Role Specific Training

Further to the training needs analysis, Haseeb Khan will also outline training that is required to meet the very specialist needs of both Service Users and specialist roles, defined within business and job role functions.

This may include:

- Working at height and specialist health and safety courses
- Epilepsy, rescue medication or other specialist health-related conditions and interventions
- Role-specific training that requires specialist knowledge such as cyber security and data processing

5.5 Support to Complete Training

Commenciz Ltd offers support for staff as part of ongoing training development. Supervisions, personal development plans and annual appraisals will assist Haseeb Khan to ensure staff are receiving appropriate levels of support, complete any required training and provide a forum for confidential discussion on individuals' support needs.

5.6 Staff undergoing training will be given the Training Approval Form which can be found in the Forms section of this policy. They will have the recovery scheme explained to them and will be asked to sign the form. If the member of staff refuses to sign the form, the uptake of the training will be at the direction of Commenciz Ltd alone.

5.7 All staff who attend off site courses will be asked to complete the Training Approval Form which includes an evaluation. The teaching summary, together with all course material (or a copy of the material), will be packaged in a wallet-file and stored in a place accessible for reference by other members of staff in accordance with the training philosophy at Commenciz Ltd.

5.8 All staff who attend in-house courses will be asked to complete a course appraisal form.

5.9 Commenciz Ltd believes that all members of staff must participate in the identification and dissemination of best practice in their work area. Accordingly, staff will be polled to identify those persons with interests in a specific skill area, or specialist skills, who will then be appointed and recognised as 'Specialists' in that area. The 'Specialists' will:

- Receive prioritised access to all training and development in their specialist area



- Be funded, within the training plan and training budget, to access such training and research the specialism
- Receive training in coaching, training and presentation skills
- Be responsible for the dissemination of the specialist information to all other staff
- Be responsible for identifying sources of best practice and publicising that standard within Commenciz Ltd

5.10 The most common form of training at Commenciz Ltd is on-the-job training provided by colleagues and team leaders. All members of staff are expected to co-operate in training newcomers. Commenciz Ltd gives regular tuition on coaching skills. Staff with management responsibility will ensure that all relevant members of staff receive such tuition.

5.11 Periodically, Commenciz Ltd will organise short courses in house, usually where a group of staff require specific additional knowledge or training (e.g. changes in procedures, the introduction of new equipment, and courses for newly promoted supervisors).

A list of courses will be circulated to senior staff for each service/location who will be responsible for ensuring that regular updates are provided. Nominations for courses must be sent in writing to Haseeb Khan.

Suggestions for additional courses are welcomed.

5.12 Commenciz Ltd provides a resource of training materials. All staff are requested to make use of these resources, taking care to return them as soon as possible to ensure that their availability to all is maintained.

5.13 Where it is found that staff are not completing training in line with the requirements at Commenciz Ltd, the relevant HR policy and procedure at Commenciz Ltd will be followed.



6. Definitions

6.1 Care Certificate

- The Care Certificate is a set of standards that social care and health workers stick to in their daily working life. It is the minimum standards that must be covered as part of induction training of new care workers
- The Care Certificate was developed jointly by Skills for Care, Health Education England and Skills for Health. It applies across all of social care and health and covers what is needed to be caring and gives staff a good basis from which they can develop their knowledge and skills
- Designed with non-regulated workers in mind, the Care Certificate gives everyone the confidence that workers have the same induction - learning the same skills, knowledge and behaviours to provide compassionate, safe and high-quality care and support
- Although the Care Certificate is designed for new staff, it also offers opportunities for existing staff to refresh or improve their knowledge
- The standards cover 15 areas:
 - Understand your role
 - Your personal development
 - Duty of care
 - Equality and diversity
 - Work in a person-centred way
 - Communication
 - Privacy and dignity
 - Fluids and nutrition
 - Awareness of mental health, dementia and learning disabilities
 - Safeguarding adults
 - Safeguarding children
 - Basic life support
 - Health and safety
 - Handling information
 - Infection prevention and control



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Staff with specific interests will be encouraged to undertake training in the identified area and to develop an understanding of best practice
- It is expected that all staff will share the knowledge they have gained through training
- Course appraisal forms will be completed for all training undertaken
- Training is important to develop staff and to ensure that they all have the skills needed to undertake their role effectively
- Individual staff training and development needs will be reviewed annually or more frequently dependent upon the needs of the Service Users
- Access to training will be planned and based upon assessed need
- All staff are entitled to at least 3 days paid training per year



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- Commenciz Ltd offers a suite of training for staff. We welcome your views on any ideas or suggestions regarding future training offered within Commenciz Ltd
- You have the right to be supported by staff that are trained and competent to perform their roles



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

SCIE - Training, Learning and CPD for Health and Care:

<https://www.scie.org.uk/training/>

CQC - Example Staff Training:

<https://www.cqc.org.uk/guidance-providers/gps/inadequate-example-staffing-training>



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- Highly specialised and individualistic training is provided
- Quality, not cost, is the driving factor in training provision
- Staff report that they are encouraged to develop at Commenciz Ltd and that training is embedded into care practice
- Mandatory and minimum requirements for training are seen as that within Commenciz Ltd and there are extensive opportunities for training
- Commenciz Ltd provides training for other services and is seen as a source of 'best practice'
- Commissioners and other stakeholders consistently report that Commenciz Ltd is innovative in how it delivers training
- External courses are sourced to increase the 'best practice' knowledge of staff



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Training Approval Form - PR25	To be completed by staff undergoing training	Commenciz Ltd
Record of Statutory and Mandatory Training, Development and Qualifications - PR25	To record statutory and mandatory training of staff.	Commenciz Ltd
Organisational Training Needs Analysis/Plan - PR25	To review the training needs of the service.	Commenciz Ltd
Training Attendance Record - PR25	To record attendance at training	Commenciz Ltd

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Please complete **Part 1** of this form and submit it to Haseeb Khan for authorisation before committing to a training event. In order to assess the effectiveness of training courses, please complete **Part 2** of this form after you have completed the course.

Please complete the form and return it to:	Within 2 weeks of attending the course.
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Name:	Job Title:
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Address:	Course Organiser:
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Course Title:

PART 1

Identify the business goal or objective which will be supported by the proposed training activity:

Describe the way in which the training activity supports the identified goal or objective:

Training authorised by (Manager):	Date:
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PART 2 (to be completed by person attending)

	Very Poor				Excellent	Score
Suitability of the level of the course	1	2	3	4	5	
How good was the course organisation?	1	2	3	4	5	
Did the presentation maintain your interest?	1	2	3	4	5	
Use of visual aids	1	2	3	4	5	
Use of practical examples	1	2	3	4	5	
Level of participation	1	2	3	4	5	

Describe how well the course/event achieved the objectives identified in Part 1 above:

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What did you expect to gain from the training?

Did you achieve what you set out to?

Name:

Date:

Details of course / training:

In consideration of being supported by my employer to attend a training course, I agree to remain employed by Commenciz Ltd for a minimum of 12 months from the end of the course and undertake that if I leave my employment at any time before the end of this minimum period, then I will refund to my employers an amount proportionate to the unexpired portion of the contracted minimum period of service (calculated on a sliding scale) made up as follows:

- The salary/wages, superannuation and National Insurance contributions paid by my employers in respect of my period of absence to attend the courses
- The course fees for the full course of studies/training
- Any relevant examination fees
- Any grants towards the cost of textbooks paid to me or paid on my behalf by my employers
- Any allowances or other expenses paid to me to enable me to attend the training course

I also agree that Commenciz Ltd has the right to deduct the outstanding amounts due under this agreement from my wages, or from other payments due to me on termination of my employment.

Signed:

(employee)

Date:

Training authorised, signed:

(manager)

Date:

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Record of Statutory & Mandatory Training

Name:		Job Title:	
Training/Course Title		Frequency	Completion/Renewal Dates
Care Certificate		N/A	
Induction Training		N/A	
Basic Life Support			
Communication			
COSHH			
Data Protection/GDPR			
Dignity			
Equality/Diversity			
Fire Safety			
First Aid			
Food Hygiene			
Health and Safety			
Infection Control			
MCA/Liberty Safeguards			
Medication			
Moving/Handling	Objects		
	People		
Nutrition/Hydration			
Oral health			
Person Centred Care			
Positive Behaviours			
Recording/Reporting			
Safeguarding	Adults		
	Children		

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Organisational Aims / Objectives (as identified in the Business Plan)			
No.	Aim / Objective	Requirements	Current Skills Available
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

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Management Quarterly Review - Q1

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Manager Sign:

Date:

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Commenciz Ltd
Fairgate House, 205 Kings Road, Tyseley, Birmingham, England, B11 2AA

Management Quarterly Review - Q2

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Manager Sign:

Date:

Commenciz Ltd
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Management Quarterly Review - Q3

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Manager Sign:

Date:

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Management End of Year Review

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Manager Sign:

Date:

