Newcastle West End Foodbank

Training and Development Policy

Version No.: 2.0
Effective From: 18 November 2019
Review Date: 18 November 2022

Signature:	Signed by:	Position:	Date:
	Rev D Coad	Chairman	17 November 2020

1 Introduction

The aim of Newcastle West End Foodbank (WEFB) is to support and develop employees and volunteers in their role so that they feel confident to undertake the responsibilities placed upon them and are able to contribute to the success of the Foodbank.

Employees, volunteers and managers should collaborate to build a continuous professional development (CPD) culture. It is the employee's/volunteer's responsibility to seek new learning opportunities. It is the manager's responsibility to coach their staff and identify employee and volunteer development needs. And it is the CEO's responsibility to facilitate any staff or volunteer development activities and processes.

2 Scope

This policy applies to all permanent, full-time or part-time, employees of WEFB. Employees with temporary/short-term contracts might attend training sessions at their manager's discretion. Volunteers will also be required to attend specific training sessions as required by their manager.

This policy doesn't cover supplementary employees such as contractors or consultants.

3 Induction

3.1 Induction of Employees

Induction of permanent employees is spread over their first few months in post, and is generally planned on a first day, first week and first month basis. The content and duration of the induction will depend on the scope and complexity of the job, and the Line Manager will outline this in detail to employees on their first day. Copies of the induction checklist (see Appendix 1) will be made available to each employee on their first day.

3.2 Induction of Volunteers

The induction of new volunteers includes them being provided with: -

- role descriptor outlining key duties

- a copy of WEFB's Health & Safety Policy
- a copy of WEFB's Safeguarding Policy
- a copy of WEFB's Personal Data Protection Policy

Volunteers are asked to sign a Confidentiality Agreement and the Volunteer Code of Conduct.

An Induction Record will then be completed and signed by both the manager who conducted the induction and the new volunteer.

4 Training and Development Provision

In general, WEFB approves and encourages the following types of training and development opportunities for employees:

- Formal training sessions (individual or organisational sessions)
- Employee coaching and mentoring
- Participating in meetings / conferences
- On-the-job training
- Job shadowing

WEFB Managers' responsibilities include:

- Assessing training needs
- Maintaining budgets and training schedules
- Assisting with learning and development activities and strategies
- Promoting corporate training programs and employee development plans

5 Individual training programmes

Each employee will have an individual training programme created, initially after their induction and probation review, and subsequently reviewed annually as part of the Staff Appraisal Scheme to incorporate any development needs identified. If necessary, this training programme may be amended to include any employee training that WEFB mandates (e.g. due to inadequacies of an employee's performance or changes in their job description).

Volunteer's will be provided with an individual training programme following induction which will depend on the volunteer role they undertake.

6 Corporate training programs

WEFB might occasionally engage outside providers to train employees and volunteers. WEFB will cover the entire cost in this case. Examples of this kind of training and development are:

- Safeguarding training
- Diversity training
- Leadership training for managers
- Health and Safety training

Corporate training also includes training conducted by internal experts and managers. Examples are:

- Training new employees/volunteers
- Training teams in WEFB or Trussell Trust-related issues (e.g. new systems or policy changes)
- Training employees to prepare them for promotions, transfers or new responsibilities

7 Other Types of Training

Both employees and their managers are responsible for continuous learning. Employees should show willingness to improve by asking their managers for direction and advice. Managers should do the same with their own superiors, while encouraging and mentoring their subordinates.

- All eligible employees are covered by this policy without discriminating against rank or protected characteristics.
- Managers should evaluate the success of training efforts.
- A record of training undertaken will be maintained, which will also incorporate the frequency with which any training needs to be refreshed.
- If training is carried out by external training providers employees and volunteers must provide proof of attendance, before the training record will be updated.
- All employee development efforts should respect cost and time limitations, as well as individual and business needs.
- Employees should try to make the most out of their training by studying and devising ways to apply knowledge to their work.

8 Procedure

This procedure should be followed when employees or volunteers want to attend external training sessions or conferences:

1. Employees/volunteers (or their managers) identify the need for training.

2. Employees/volunteers and managers discuss potential training programmes or methods and come up with suggestions.

3. Employees/volunteers or managers contact the CEO and briefly present their proposal. They might also have to complete a form.

4. The CEO researches the proposal, with attention to budget and training content.

5. The CEO approves or rejects the proposal. If the CEO rejects it, s/he should provide employees with reasons in writing.

6. If the CEO approves the training, s/he will make arrangements for dates, accommodation, reserving places, etc.

7. In cases where WEFB does not pay for the training directly, employees/volunteers will have to pay and send invoices or receipts to the CEO. The CEO will approve employee reimbursement according to this information.

8. If an employee/volunteer decides to drop or cancel a training course, they must inform the CEO immediately. They may also be asked to pay any cancellation or other fees.

9. In cases where training ends with examination, employees/volunteers are obliged to submit the results. If they do not pass the exam, they may retake it at their own expense.

Generally, WEFB will cover any training fees including registration and examination fees (one time only). WEFB may also cover transportation, accommodation and personal expenses: this is left to the CEO's discretion. If the CEO decides to cover these costs, the CEO will make these arrangements themselves (e.g. tickets, hotel reservations). Any other expense that employees incur which may be reimbursed, must be agreed with the CEO prior to being incurred and will only be reimbursed after the employee/volunteer has provided all relevant receipts and invoices.

9 Equality and Diversity

WEFB is committed to ensuring that it treats its employees and volunteers fairly equitably and reasonably and that it does not discriminate against individuals or groups on the basis of their ethnic origin, physical or mental abilities, gender, age, religious beliefs or sexual orientation. This policy has been appropriately assessed.

10 Monitoring and Compliance

WEFB will maintain effective monitoring systems to ensure implementation of this policy, including the following:

Standard/ process / issue	**Monitoring and audit**			
	Method:	**By:**	**Reporting to:**	**Frequency:**
Individual training plans developed	Audit	Line Manager	CEO	Six-monthly
Individual training records completed and up to date	Audit	Line Manager	CEO	Six-monthly
Monitor training budget and expenses reimbursed	Report	CEO	Board of Trustees	Annually

11 Amendments Table

Version	**Effective From**	**Date of Review**	**Changes made**
1.0			
2.0	18 November 2019	18 November 2020	Rewrite of Version 1.0 undated
2.0	18 November 2020	18 November 2022	Reviewed November 2020, no updates required. Next review date moved on by two years.

Appendix 1

Newcastle West End Food Bank

Induction checklist

Name of employee:	**Job title:**
Start date:	**Date induction completed:** (with signature of new starter)

First day	**Carried out by**	**Date**	**Notes**
Welcomed by			
Show new employee where they will be working			
Introduce them to their line manager, colleagues, including their 'buddy' and senior managers			
Show new employee rest of organisation including facilities			
Deal with any key matters such as their P45, National Insurance number and security card			
Outline health & safety			
First week	**Carried out by**	**Date**	**Notes**
Introduction to the organisation			
Who's who, how it works and what it produces			
Future plans and developments			
Brief history			

First day	Carried out by	Date	Notes
New employee's job			
Explain it fully, how it fits in the organisation and work practices			
Outline expected performance and how it will be assessed			
Training			
Possible opportunities for future development			
New employee's terms and conditions of employment Run through…			
them to ensure they understand and have them in writing			
This includes details of any probationary period			
… and hours, breaks, holidays and when they will get paid			
Pension information			
The organisation's important rules on: • job performance • discipline • absence, including because of illness and sick pay • complaints against staff, such as bullying and harassment Also say where more details can be found			
Other important rules such as use of the company internet, email and phones			

First day	Carried out by	Date	Notes
Periods of notice			
Maternity/paternity/ parental leave/shared parental provisions			
Details such as dress code, parking, smoking and the canteen			
Complete documentation on new employee's appointment for their personal file to be kept securely			
Health & safety Detailed training on health & safety in the organisation			
First month	**Carried out by**	**Date**	**Notes**
The organisation's commitment to being an equal opportunities employer			
Details of any employee representation, including any trade union membership			
Towards the end of four weeks, an informal meeting with the line manager to assess how the new starter is adjusting to their role, and whether they have any particular coaching or training needs, or other concerns			

At three months	Carried out by	Date	Notes
Review with the line manager how the new starter is settling in and performing This is also an opportunity to pinpoint any development needs, set timescales for achieving them and adjust work targets if required			

At six months	Carried out by	Date	Notes
If the new employee is on probation, then it's decision time – will they stay or go? If they're staying, it's time for the line manager to look to the next six months, any new work objectives, and any experience, coaching or training needs			

At 12 months	Carried out by	Date	Notes
Ask the employee for feedback on their induction – what worked well? What could be improved?			