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| **Review Sheet** | |
| Last Reviewed Last Amended Next Planned Review in 12 months, or  14 Mar '24 14 Mar '24 sooner as required. | |
| Business impact | Changes are important, but urgent implementation is not required, incorporate into your existing workflow.  **MEDIUM IMPACT** |
| Reason for this review | Scheduled review |
| Were changes made? | Yes |
| Summary: | This policy continues to provide guidance and support on the training process and requirements in place at Corton House. It has been reviewed with no significant changes. Underpinning Knowledge and Further Reading reference links have also been checked and updated. |
| Relevant legislation: | * Health and Care Act 2022 * 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: | * Author: Skills for Care, (2022), *Culturally Appropriate Care*. [Online] Available from: [https://www.skillsforcare.org.uk/Developing-your-workforce/Care-topics/Culturally- Appropriate-Care/Culturally-Appropriate-Care.aspx?](https://www.skillsforcare.org.uk/Developing-your-workforce/Care-topics/Culturally-Appropriate-Care/Culturally-Appropriate-Care.aspx?_cldee=igFgzlInnqKKbpmNVMAM4yVQe9)   [\_cldee=igFgzlInnqKKbpmNVMAM4yVQe9](https://www.skillsforcare.org.uk/Developing-your-workforce/Care-topics/Culturally-Appropriate-Care/Culturally-Appropriate-Care.aspx?_cldee=igFgzlInnqKKbpmNVMAM4yVQe9) [Accessed: 14/3/2024]   * Author: Health Education England (HEE), (2023), *The Oliver McGowan Mandatory Training in Learning Disability and Autism*. [Online] Available from: [https://www.hee.nhs.uk/our-work/learning-disability/current-projects/oliver-mcgowan- mandatory-training-learning-disability-autism](https://www.hee.nhs.uk/our-work/learning-disability/current-projects/oliver-mcgowan-mandatory-training-learning-disability-autism) [Accessed: 14/3/2024] * Author: Skills for Care, (2022), *Core and mandatory training*. [Online] Available from: [https://www.skillsforcare.org.uk/Learning-development/Guide-to-developing-your- staff/Core-and-mandatory-training.aspx](https://www.skillsforcare.org.uk/Learning-development/Guide-to-developing-your-staff/Core-and-mandatory-training.aspx) [Accessed: 14/3/2024] * Author: Skills for Care, (2022), *Care Certificate*. [Online] Available from: [https://www.skillsforcare.org.uk/Learning-development/inducting-staff/care- certificate/Care-Certificate.aspx](https://www.skillsforcare.org.uk/Learning-development/inducting-staff/care-certificate/Care-Certificate.aspx) [Accessed: 14/3/2024] * Author: Care Quality Commission, (2023), *Regulation 18: Staffing - Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 18*. [Online] Available from: [https://www.cqc.org.uk/guidance-providers/regulations- enforcement/regulation-18-staffing](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-18-staffing) [Accessed: 14/3/2024] * Author: Care Quality Commission, (2022), *Our position on the Care Certificate*. [Online] Available from: <https://www.cqc.org.uk/guidance-providers/our-position-care-certificate> [Accessed: 14/3/2024] * Author: Skills for Care, (2016), *The Care Certificate Mapping*. [Online] Available from: [https://www.skillsforcare.org.uk/Documents/Learning-and-development/Care- Certificate/The-Care-Certificate-Mapping.pdf](https://www.skillsforcare.org.uk/Documents/Learning-and-development/Care-Certificate/The-Care-Certificate-Mapping.pdf) [Accessed: 14/3/2024] |
| Suggested action: | * Encourage sharing the policy through the use of the QCS App |
| Equality Impact Assessment: | QCS 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. To formalise the training needs of Corton House based on regulatory requirements and service needs and to formalise the methods for identifying training needs for all staff groups.
  2. To identify training opportunities for staff and provide a framework for annual planning and review. This includes:
     + Induction
     + Mandatory training
     + Refresher training
     + Specialist training
     + Vocational training
  3. To support Corton House in meeting the following Key Lines of Enquiry/Quality Statements (New):

#### Key Question Key Lines of Enquiry Quality Statements

**(New)**

|  |  |  |
| --- | --- | --- |
| 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? | QSE1: Assessing needs  QSE2: Delivering evidence-based care & treatment |
| EFFECTIVE | E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support? | QSE2: Delivering evidence-based care & treatment  QSE3: How staff, teams & services work together |
| SAFE | S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs? | QSS6: Safe and effective staffing |

* 1. To meet the legal requirements of the regulated activities that Corton House is registered to provide:
* Health and Care Act 2022
* The Care Act 2014
* The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014



**2. Scope**

* 1. The following roles may be affected by this policy:
* All staff
  1. The following Residents may be affected by this policy:
* Residents
  1. The following stakeholders may be affected by this policy:
* Commissioners
* Local Authority
* NHS



**3. Objectives**

**3.1** Corton House ensures that all staff are in possession of the knowledge, skills and experience necessary to perform their jobs to the standards Corton House and Residents expect.



**4. Policy**

* 1. Corton House believes that continuous improvement of its services is dependent upon the continuous development of the skills of its workforce. Corton House will therefore review and plan for that continuous development.
  2. Corton House will ensure that it reviews (at least annually – see Business Plan for Corton House) its operational plan and objectives to ensure that all objectives are supported by appropriate training and development.
  3. Corton House will review the needs of its Residents (at least annually or when changes occur) to ensure that all needs are supported by appropriate training and development.
  4. Corton House 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 Corton House Ltd for individual reasons, such as a reward for exceptional attendance or performance.

* 1. Staff supported by Corton House 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.
  2. Corton House 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.

Corton House will also maintain a list of approved training providers.

* 1. Corton House 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 Corton House to be flexible in ensuring individual learning styles can be catered for.



**5. Procedure**

#### 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

#### 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.

Jason Parker will communicate with other staff at Corton House 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 Corton House.

#### Mandatory Training

As part of the training needs analysis at Corton House, Jason Parker will take into account [skills for care](https://www.skillsforcare.org.uk/Developing-your-workforce/Guide-to-developing-your-staff/Core-and-mandatory-training.aspx) 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 Corton House.

#### Specialist/Role-specific Training

Further to the training needs analysis, Jason Parker will also outline training that is required to meet the very specialist needs of both Residents 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 Specialist training may also materialise through regulatory requirements. The Government has now introduced a requirement for CQC registered service providers to ensure their employees receive learning

disability and autism training appropriate to their role. This is to ensure that the health and social care

workforce has the right skills and knowledge to provide safe, compassionate and informed care to autistic people and people with a learning disability. This requirement is set out in the Health and Care Act 2022. Further information can be found on the Health Education England (HEE) website about the [Oliver](https://www.hee.nhs.uk/our-work/learning-disability/current-projects/oliver-mcgowan-mandatory-training-learning-disability-autism) [McGowan Mandatory Training in Learning Disability and Autism](https://www.hee.nhs.uk/our-work/learning-disability/current-projects/oliver-mcgowan-mandatory-training-learning-disability-autism).

In addition, culturally appropriate training resources have also been launched by Skills for Care and will support with embedding culturally appropriate care and support in everyday good practice by staff.

Reference to this can be found in the Underpinning Knowledge section.

#### Support to Complete Training

Corton House offers support for staff as part of ongoing training development. Supervisions, personal development plans and annual appraisals will assist Jason Parker to ensure that staff are receiving appropriate levels of support, complete any required training and provide a forum for confidential discussion on individuals support needs.

* 1. Staff undergoing training will be given the Training Approval Form, which can be found in the Forms section of this policy. If the member of staff refuses to sign the form, the uptake of the training will be at the direction of Corton House Ltd alone.
  2. 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 Corton House.

* 1. All staff who attend in-house courses will be asked to complete a course appraisal form.
  2. Corton House 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 Corton House
  3. The training suite at Corton House will be put in place to support the efforts to provide the best training opportunities to the care team. Many of these will fall under mandatory training, whilst others will be role specific and service specific.

Staff can refer to the 'Forms' section for a template on statutory and mandatory training requirements. Corton House will also work responsively to changes in requirements that, Care Quality Commission or commissioning teams require them to complete as part of contracts and regulatory requirements.

* 1. The most common form of training at Corton House is on-the-job training provided by colleagues and team leaders. All members of staff are expected to co-operate in training newcomers.

Corton House gives regular tuition on coaching skills. Staff with management responsibility will ensure that all relevant members of staff receive such tuition.

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

* 1. Periodically, Corton House 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 Jason Parker.

Suggestions for additional courses are welcomed.

* 1. Corton House 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.

#### Training Costs

Corton House accepts that some training provided is essential such as training defined as statutory and mandatory in order for Corton House to meet its regulatory and contractual arrangements. Unless specified in individual contracts of employment or training agreements Corton House agrees to fund this training.

If Corton House pays for an employee’s training costs, such as courses for career development at the request of an employee, which includes any fees, expenses or other costs associated with the training course, Corton House may require the individual to enter into a training cost agreement. Under the terms of the training costs agreement, the employee shall agree that if they fail to complete the training course; leave part way through the training course; or leave employment with Corton House within a certain period of time after completing the course, the employee shall agree to pay a proportion of the training costs back to Corton House.

A template training costs agreement can be found within the Forms section of this policy.

* 1. From time-to-time Corton House will arrange for work experience students from local schools / colleges to spend a short time working in different departments. The cooperation of managers and other staff is requested in making such visits as useful and as pleasant an experience as possible for the student concerned.

To facilitate this:

* + - Jason Parker will agree in advance a suitable plan of work and will complete a form detailing the tasks accomplished
    - A programme of practical and directed training will be agreed for each trainee and thereafter they will be placed in the appropriate team by Jason Parker in consultation with staff delegated the responsibility of overseeing the placement
    - Jason Parker is responsible for trainees who will be expected to adhere to the agreed programme and any problems in this respect must be referred to Corton House
    - Trainees under the scheme have the same protection as staff for the purpose of health and safety legislation and under the Equality Act 2010. They are also subject to organisation rules on discipline and any problems regarding conduct must be reported to Corton House

Placements will only be offered to students where operational circumstances make this possible. Full consultation will take place with the senior members of staff where appropriate.



**6. Definitions**

#### 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:

* + - 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 Residents
    - Access to training will be planned and based upon assessed need
    - All staff are entitled to at least 3 days paid training per year
    - 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
    - Staff with specific interests will be encouraged to undertake training in the identified area and to develop an understanding of best practice
    - Corton House must ensure employees receive learning disability and autism training appropriate to their role



**Key Facts - People affected by the service**

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

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

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:



**Further Reading**

#### Resources

**A QCS Reflective Learning Record is linked to this policy, please click on the Resources tab to view it.**

**CQC - Inadequate Example: Staffing, Training:**

<https://www.cqc.org.uk/guidance-providers/gps/inadequate-example-staffing-training> **SCIE - Training, Learning and CPD for Health and Care:** <https://www.scie.org.uk/training/>



**Outstanding Practice**

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

* + - Highly specialised and individualistic training is provided
    - External courses are sourced to increase the 'best practice' knowledge of staff
    - Quality, not cost, is the driving factor in training provision
    - Staff report that they are encouraged to develop at Corton House and that training is embedded into care practice
    - Mandatory and minimum requirements for training are seen as that within Corton House and there are extensive opportunities for training
    - Corton House provides training for other services and is seen as a source of 'best practice'
    - Commissioners and other stakeholders consistently report that Corton House is innovative in how it delivers training
    - The wide understanding of the policy is enabled by proactive use of the QCS App



**Forms**

The following forms are included as part of this policy:

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| **Title of form** | **When would the form be used?** | **Created by** |
| Training Approval Form - PR35 | To be completed by staff undergoing training. | QCS |
| Record of Statutory and Mandatory Training, Development and Qualifications  - PR35 | To record statutory and mandatory training of staff. | QCS |
| Organisational Training Needs Analysis / Plan - PR35 | To review the training needs of the service. | QCS |
| Training Attendance Record - PR35 | To record attendance at training. | QCS |
| Training Costs Agreement - PR35 | When training is undertaken by an employee. | QCS |

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| Please complete **Part 1** of this form and submit it to Jason Parker 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. | | |
| **Name:** | | | | **Job Title:** | | | | |
| **Address:** | | | | **Course Organiser:** | | | | |
| **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:** | | | |
| **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, unless otherwise agreed between me and Corton House under a Training Costs Agreement, I agree to remain employed by Corton House 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 Corton House 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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| **Name:** |  | **Job Title:** |  |
| **Department:** |  | **Start Date:** |  |

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| Record of any previous training and qualifications associated with role (e.g. Care Certificate, Health and Safety, First Aid, Team Building, etc.). | | | | |
| **Date Achieved** | **Course Name** | **Description** | **Evidence Seen** | |
| **Yes** | **No** |
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| **Additional skills or interests which could contribute to the team effort (e.g. creative skills, music, etc.).** | | | | |
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# Record of Statutory & Mandatory Training

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| **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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| **Service Specific** (If applicable) | | | | | | |
| **Training/Course Title** | **Frequency** | **Completion/Renewal Dates** | | | | |
| Alzheimer's/Parkinsons |  |  |  |  |  |  |
| Learning Disabilities and Autism |  |  |  |  |  |  |
| Buccal Midazolam |  |  |  |  |  |  |
| Catheter Care |  |  |  |  |  |  |
| Continence Support |  |  |  |  |  |  |
| Effective Communication |  |  |  |  |  |  |
| End of Life |  |  |  |  |  |  |
| Epilepsy |  |  |  |  |  |  |
| Dementia |  |  |  |  |  |  |
| Diabetes |  |  |  |  |  |  |
| Disability Awareness |  |  |  |  |  |  |
| Falls Awareness |  |  |  |  |  |  |
| Lone Working |  |  |  |  |  |  |
| Mental Health |  |  |  |  |  |  |
| PEG Feeding |  |  |  |  |  |  |
| Stroke |  |  |  |  |  |  |
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| **Organisational Aims / Objectives (as identified in the Business Plan)** | | | |
| No | Aim / Objective | Requirements | Current Skills Available |
| **1** |  |  |  |
| **2** |  |  |  |
| **3** |  |  |  |
| **4** |  |  |  |
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| **12** |  |  |  |

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| **Organisational Training SWOT Analysis** | |
| **Strengths** | **Weakness’** |
|  |  |
| **Opportunities** | **Threats** |
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| **Approved Training Providers** | | | |
| **Provider** | **Courses** | **Contact No.** | **Email** |
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| **Training Key** | | | **Staffing Key** | | | | | | | | | | | | | | | | |
| **F** = Face-to-face | | | **H** = Handy Man | | | | **A** = All | | | | **S** = Seniors | | | | | **D** = Domestics | | | |
| **E** = E-learning | | | **O** = Office | | | | **N** = Nurses | | | | **C** = care workers | | | | | **K** = Kitchen | | | |
| **Identified Mandatory Training** | | | | | | | | | | | | | | | | | | | |
| **Course** | | | | **Training**  **Type** | | **Trainer** | | **Allocate to the**  **following staff groups** | | | | | | | | | | **Practical /**  **Competency** | |
| **F** | **E** | **A** | **N** | **S** | | **C** | **D** | **K** | **H** | | **O** | **Yes** | **No** |
| RQF Dip L2 | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| RQF Dip L3 | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Care Certificate | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Basic Life Support | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Communication Needs | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| COSHH | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| GDPR | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Dignity | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Fire Safety | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| First Aid 3 Day | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Food Hygiene | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Health & Safety | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Infection Control | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| MCA / LPS | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Medication | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Moving & Handling | Objects | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| People | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Nutrition Hydration | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Oral Health | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Person Centred Care | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Positive Behaviour | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Records / Reporting | | | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Safeguarding | | Adults | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
| Children | |  |  |  | |  |  |  | |  |  |  |  | |  |  |  |
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| **Identified Service Specific Training** | | | | | | | | | | | | | |
| **Course** | **Training**  **Type** | | **Trainer** | **Allocate to the**  **following staff groups** | | | | | | | | **Practical /**  **Competency** | |
| **F** | **E** | **A** | **N** | **S** | **C** | **D** | **K** | **H** | **O** | **Yes** | **No** |
| Alzheimer's / Parkinsons |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Learning Disabilities and Autism |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Buccal Midazolam |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Catheter Care |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Continence Support |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Communication |  |  |  |  |  |  |  |  |  |  |  |  |  |
| End of Life / Palliative |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Epilepsy |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Dementia |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Depression |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Diabetes |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Disability Awareness |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Falls Awareness |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Lone Working |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Mental Health |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Multiple Sclerosis |  |  |  |  |  |  |  |  |  |  |  |  |  |
| PEG Feeding |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Stroke |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Training Identified by the Trainer** | | | | | | | | | | | | | |
| **Course** | **Training**  **Type** | | **Trainer** | **Allocate to the**  **following staff groups** | | | | | | | | **Practical /**  **Competency** | |
| **F** | **E** | **A** | **N** | **S** | **C** | **D** | **K** | **H** | **O** | **Yes** | **No** |
| Moving and Handling |  |  |  |  |  |  |  |  |  |  |  |  |  |
| First Aid |  |  |  |  |  |  |  |  |  |  |  |  |  |
| RQF Assessor |  |  |  |  |  |  |  |  |  |  |  |  |  |
| RQF Int Verifier |  |  |  |  |  |  |  |  |  |  |  |  |  |
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**Quarter One Training Plan**

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| **January** | | | **No of Staff Trained** | **Matrix Updated** | |
| **Planned Training** | **Dates Booked** | **Actual Training** |
| **Y** | **N** |
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| **February** | | | **No of Staff Trained** | **Matrix Updated** | |
| **Planned Training** | **Dates Booked** | **Actual Training** |
| **Y** | **N** |
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| **March** | | | **No of Staff Trained** | **Matrix Updated** | |
| **Planned Training** | **Dates Booked** | **Actual Training** |
| **Y** | **N** |
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| **Management Quarterly Review - Q1** | | | |
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| **Manager Sign:** |  | **Date:** |  |
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**Quarter Two Training Plan**

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| **April** | | | **No of Staff Trained** | **Matrix Updated** | |
| **Planned Training** | **Dates Booked** | **Actual Training** |
| **Y** | **N** |
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| **May** | | | **No of Staff Trained** | **Matrix Updated** | |
| **Planned Training** | **Dates Booked** | **Actual Training** |
| **Y** | **N** |
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| **June** | | | **No of Staff Trained** | **Matrix Updated** | |
| **Planned Training** | **Dates Booked** | **Actual Training** |
| **Y** | **N** |
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| **Management Quarterly Review - Q2** | | | |
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| **Manager Sign:** |  | **Date:** |  |
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**Quarter Three Training Plan**

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| **July** | | | **No of Staff Trained** | **Matrix Updated** | |
| **Planned Training** | **Dates Booked** | **Actual Training** |
| **Y** | **N** |
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| **August** | | | **No of Staff Trained** | **Matrix Updated** | |
| **Planned Training** | **Dates Booked** | **Actual Training** |
| **Y** | **N** |
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| **September** | | | **No of Staff Trained** | **Matrix Updated** | |
| **Planned Training** | **Dates Booked** | **Actual Training** |
| **Y** | **N** |
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| **Management Quarterly Review - Q3** | | | |
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| **Manager Sign:** |  | **Date:** |  |
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**Quarter Four Training Plan**

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| **October** | | | **No of Staff Trained** | **Matrix Updated** | |
| **Planned Training** | **Dates Booked** | **Actual Training** |
| **Y** | **N** |
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| **November** | | | **No of Staff Trained** | **Matrix Updated** | |
| **Planned Training** | **Dates Booked** | **Actual Training** |
| **Y** | **N** |
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| **December** | | | **No of Staff Trained** | **Matrix Updated** | |
| **Planned Training** | **Dates Booked** | **Actual Training** |
| **Y** | **N** |
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| **Management End of Year Review** | | | |
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| **Manager Sign:** |  | **Date:** |  |
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| **Session Title:** | | | |
| **Objectives:** | | | |
| **Duration:** | | | |
| **Date:** | | | |
| **Name** | **Designation** | **Signature** | **Trainer Comments** |
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| **Note:** Signature by the attendee signifies that they and the trainer are satisfied with the level of competency of the attendee at the end of the training event, unless noted otherwise. The attendee will also receive a personal attendance  certificate signifying the same. | | | |
| **Signature (Trainer):** | | | |

## [on headed notepaper of the employer]

**[*Employee’s name*] [*Employee’s address*] [*Date*]**

Dear **[*Employee’s name*],**

# Re: Recovery of Training Costs

### I write to you in relation to the payment of your **[*insert name of training course*]** training course (**Training Course**). I enclose, for your information, a copy of an agreement that you made with the Company dated the **[*insert date*]** (**Agreement**). Under the terms of this Agreement, you are required to repay the costs of the Training Course if you resign from the company within **[*12 months*]** of completion of the Training Course.

The repayment structure in the Agreement is set out below:

|  |  |
| --- | --- |
| **Period of Time** | **% of Costs Payable by the Employee** |
| Before attending the Training Course, but when the Employer has already incurred liability for the cost of the training. | 100% of all costs incurred for the Training Course, or the proportion of the costs that is unrecoverable from the provider of the Training Course. |
| Before the completion of the Training Course or within **[*3 months*]** of completion of the Training Course. | **[*insert amount - e.g. - 100*]**% of the costs incurred for the Training Course. |
| More than **[*3 months*]**, but not more than **[*6 months*]**  from the date of completion of the Training Course. | **[*insert amount - e.g. - 50*]**% of the costs incurred for the Training Course. |
| More than **[*6 months*]**, but not more than **[*12 months*]**  from the date of completion of the Training Course. | **[*insert amount - e.g. - 25*]**% of the costs incurred for the Training Course. |
| More than **[*12 months*]** from the date of completion of the Training Course. | No repayment of costs incurred for the Training Course shall be required. |

You have now resigned from the Company, with the effect from **[*insert date*]** and as such, according to the terms of the Agreement, you are required to repay the Company £**[*insert amount and how it is calculated*]**.

### **[**As your final salary payment, which is due to be paid to you on **[*insert date*],** is greater than the amount that you owe to the Company, the amount owed will be deducted from the final salary payment, and no further action is required from you.**]**

**OR**

**[**As your final salary payment of £**[*insert amount*],** due to be paid to you on **[*insert date*],** is less than the amount you owe to the Company, we will recover this amount from you and you will not be receiving your final salary payment. Additionally, you must pay to the Company the outstanding balance of £**[*insert amount*]** by the **[*insert date*]**.

If you do not think you will be able to make the full payment by the date stated, please contact me as soon as possible and we may be in a position to offer you a payment plan consisting of a number of smaller payments.

Please ensure that all payments due are made by cheque to **[*insert name*]** and that you send the cheque directly to me.

I have enclosed a copy of this letter for your signature to indicate that you have understood and accept these arrangements. Once you have signed the copy letter, please could you return it to me.

If you have any questions in relation to this letter, please do not hesitate to contact me.

Yours sincerely

**[*Name*]**

on behalf of **[*insert employer name*]**

I have read, understood and accept the arrangements for recovery of the training costs in relation to the **[*insert name of training course*]** training course.

### Signed……………………………………………………..

Date………………………………………………………..