

Providing Services and supports to People with an Intellectual Disability

HUMAN RESOURCES PROCEDURE		
TITLE: Staff Training and Development	NO.: HRD004.1	REV: 8
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PREPARED BY: Adrian Harney	DATE: 18/08/2014	
APPROVED BY: Breda Crehan-Roche	DATE: 08/09/2014	

1. PURPOSE:

- 1.1 The purpose of this procedure is to outline the processes and responsibilities involved in relation to training and development for staff members.

2. SCOPE:

- 2.1 This procedure is applicable to all Ability West staff and applies to the following categories of training and development:

2.1.1 **Compulsory Training**

This is identified as training that a staff member requires to have completed within a stipulated timeframe on entry to the organisation. The training is mandatory. A person who has completed this training outside of Ability West can provide current documentary evidence as proof of completion.

2.1.2 **Discrete to Individual Service Training**

This training is centre led and is discrete to each service. The training must produce some benefit to the service. In the case of certain teams/centres, some of this training will be essential and every effort should be made to provide this training within a reasonable timeframe.

2.1.3 **General Discretionary Training**

This training would be of benefit to centres and/or staff development but not essential to centre, and would be generally viewed to enhancing the service.

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3. **RESPONSIBILITIES:**

- 3.1 Unit Directors/Department Heads** – Manage the process of Staff Development and Support Process with staff members and to convey the training needs and interests of their Unit/Centre staff, and themselves to the Area Services Manager/Training Co-ordinator for consideration for the appropriate Director. The Unit Director is responsible for ensuring that staff meet compulsory requirements in relation to training, and to code time on training accordingly on CORE.
- 3.2 Area Services Managers** – Manage and oversee the overall training and development processes for staff in line with training plans. This includes final approval and monitoring of training.
- 3.3 Staff Members** - All staff are responsible for complying with these procedures and attendance at training, once places have been assigned. Staff members are responsible for applying for training on CORE ESS.
- 3.4 In house trainers** – To provide training in line with procedures, and identify training needs and submit for budget approval.
- 3.5 Training Function** – To administer the overall processes involved in staff training and development procedure.
- 3.6 Director of Human Resources** – Provide final approval for training budgets and final approval of in-house training requests.
- 3.7 Chief Executive** - Provide final approval for training not covered under 3.6 above.

4. **REFERENCES (including Policy area):**

4.1 **Legislation**

Data Protection Act (1988) and (2003)
 Disability Act (2005)
 Education Act (1998) and Education (Welfare) Act (2000).
 Education for Persons with Special Education Needs Act (2004) (EPSEN)
 Employment Equality Acts (1998 & 2004)
 Equal Status Acts (2000 - 2004)
 Freedom of Information Acts (1997) and (2003)
 Health Act (1970), (2004), (2007)
 Health Act 2004 (Complaints) Regulations
 Health and Social Care Professionals Act (2005)
 Health Act 2007 (Care and Support of Residents in Designated Centres for persons [Children and Adults] with Disabilities) Regulations S.I. No. 367 of 2013
 Health Act 2007 (Registration of Designated Centres for Persons [Children and Adults] with Disabilities S.I. No. 366 of 2013
 H.I.Q.A. National Quality Standards, including (but not limiting to):
 Safer Better Healthcare (2012)
 Residential Centres for Children and Adults with Disabilities (2013)

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4. **REFERENCES (Contd):**

I.S. EN ISO 9001:2008
 New Directions Review of HSE Day Services and Implementation Plan 2012 – 2016
 Regulations for Residential Centres for Children and Adults with Disabilities
 Children’s First Guidelines
 Trust in Care
 Report of the Value for Money and Policy Review for Disability Services in Ireland
 2012, Department of Health
 Safety, Health and Welfare at Work Act (2005) and related Regulations

4.2 **Other Policy Framework**

Ability West – Vision Statement
 Ability West – Strategic Plan
 Ability West – Quality Manual
 Ability West – Policies and Procedures for all areas
 Ability West - Complaints Procedures
 Ability West - Safety Statement
 Ability West – Records Management Policy and Procedures
 Ability West – Ethics in Research Policy and Procedures

4.3 **Other References/Records**

Excellence Through People Award (Standard Level)
 Relevant forms and documentation as detailed in the training procedure
 Request to Attend Training Course/Seminar
 Feedback on Training Course/Seminar Records
 Staff Training Records
 Payment Request Records
 Reimbursement of Expenses/Allowances Records
 Staff Development and Support Process
 Overall training plans
 Training Calendar
 Internal Intranet - specific section on Training
 CORE HR and ESS

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5. DETAILS OF PROCEDURE:

5.1 INTRODUCTION

In line with our policy for staff training and development the following procedures outlines the processes involved for the co-ordination and management of this under the three categories of training and development as identified above.

- 5.1.1** Many training needs can be met by attendance at external courses/seminars, however at times this can be more appropriately addressed by specially arranged in-service courses.
- 5.1.2** All staff groups have much to offer to in-service training. Many personnel have developed specific areas of interest or expertise, which could very usefully be shared with colleagues in other units/services throughout the organisation.
- 5.1.3** In as far as possible, all staff, whether they work in front line, support service or administrative position should consider themselves as having a useful role to play in sharing information, concerning current practices/systems within their own Units/Departments, to staff in other units and sections throughout the organisation.

5.2 TRAINING PLAN

A training plan will be developed and presented for approval for each year, ideally by the 1st January each year. Input is sought from those who organize and deliver specialised training on an in-house basis. Other training emerge and can be identified from a number of sources – quality management system, staff development and support process, regulatory and legislative requirements, review of ongoing activity or service developments.

Staff involved in in-house training should provide details of resource requirements to their line manager so that resources can be quantified appropriately.

5.3 IDENTIFY TRAINING NEEDS

- 5.3.1** All staff will be given an opportunity of discussing their training needs through the staff development and support process with their Manager on a regular basis. This will provide them with an opportunity of expressing interest in a particular area of work so that an appropriate development can be availed of, if deemed appropriate.
- 5.3.2** It is the responsibility of each Unit Director to convey the training needs and interests of their Unit/Centre staff, and themselves to the Area Services Manager/Training co-ordinator for consideration for the appropriate Director. This is relayed to the Training Function within the HR Directorate.

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5. DETAILS OF PROCEDURE (Contd.):

5.3.3 Ability West Trainers may also identify training needs and submit for budget approval. This is done in conjunction with the HR Directorate.

5.3.4 HR Directorate will identify the staff training needs on the basis of information submitted by the Area Services Manager/Department Head/Ability West Trainers and Senior Management Team. This will be completed in the last quarter of the preceding year for the following year.

5.4 BUDGET APPROVAL FOR TRAINING PROGRAMME

5.4.1 The identified needs are assimilated into the annual budgeting process. Once the budget is agreed and approved the training programme will be finalized and will be communicated to all staff.

5.4.2 The information in relation to approved training programme is also communicated to Ability West Trainers.

5.5 NOTIFICATION OF COURSES

5.5.1 Compulsory Training – Details will be made available, in line with the approved annual training plan including dates and locations (if available), through the intranet system.

5.5.2 Discrete to Individual Service - Details will be made available, in line with the approved annual training plan including dates and locations (if available), through the intranet system. From time to time other training courses deemed discrete to the individual service arise and will be considered as part of the overall training plan. In such circumstances applications will be sought from relevant staff and HR will liaise with appropriate Managers.

5.5.3 General Discretionary Training - Any notifications of seminars, conferences or external courses that are received should be directed to Human Resources for approval. Where relevant this is circulated to appropriate centres/personnel and considered in line with the training plan.

5.5.4 Staff should not depend exclusively upon this system to learn about courses which will be of interest to them. They should take steps to consult relevant sources, e.g. journals, newspapers or colleagues, to keep abreast of forthcoming courses/seminars/programmes of further training.

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5. DETAILS OF PROCEDURE (Contd.):

5.6 ASSIGNMENT OF PLACES FOR TRAINING

5.6.1 Compulsory - HR Directorate will furnish Unit Directors with details of upcoming training for the coming year or as courses are scheduled on the intranet, in so far as is possible. Unit Director will consult with staff members and assign staff to the relevant courses, taking account of smooth running of the service. In some instances the Training Co-ordinator may assign places to staff. The Unit Director advises Human Resources Directorate of their training requirements, for final approval by the Director of Human Resources. The Area Services Manager may be consulted as required.

Request for Training' applications for this general in-house training (which if provided for in the annual budget), once approved by the Area Services Manager/Department Head/Director must be forwarded to the Director of Human Resources/Assistant Director of Human Resources for approval and processing.

Once a staff member is assigned to a course the individual must attend. This training request must be logged on Core ESS by staff member.

5.6.2 Discrete to Individual Service – In reviewing the notifications on the intranet, email, etc. Unit Director will consult with staff members and assign staff to the relevant courses, taking account of smooth running of the service. In some instances the Training Co-ordinator may assign places to staff. The Unit Director advises Human Resources Directorate of their training requirements, for final approval by the Director of Human Resources/Chief Executive as appropriate. The Area Services Manager may be consulted as required.

Once a staff member is assigned to a course the individual must attend. This training request must be logged on Core ESS by staff member.

5.6.3 General Discretionary Training – The staff member completes the 'Request for Training Course' either manually or electronically and passes this to the Line Manager for approval. If approved, the Line Manager submits same to the Area Services Manager/Department Head, who submits to the Training Function.

Once approved the form must be forwarded to the Chief Executive for approval and processing.

If the Line Manager does not approve the training request, it should be discussed with the staff in question to ensure they understand the reason for this.

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5. DETAILS OF PROCEDURE (Contd.):

5.6.3 Training Function informs staff member/Unit Director by email or other (Contd.) appropriate media that they have been successful in their application and have been assigned a place accordingly. In certain circumstances the staff member may be requested to book the course themselves following approval. It is normally managed by the HR Function but in situations where a staff member wishes to manage booking, etc. they can do so and liaise with HR. This training request must be logged on Core ESS by individual staff members. Where a training application request is deemed not appropriate the person is informed by email or other media of the decision on their application.

5.7 FEEDBACK FROM TRAINING

5.7.1 Feedback and evaluation

On completion of the course, staff members are required to complete the Ability West evaluation form, either manually or electronically as appropriate. The trainer is responsible for ensuring that the evaluation form is return/completed to the Training co-ordinator. In addition to this training history is updated accordingly. It is the Unit Directors responsibility to ensure that records held in the centre are current and relevant and are also accessible on Core HR.

The Training Co-ordinator regularly reviews feedback from training courses.

5.7.2 Transfer and sharing of knowledge following training

Following training, staff members to discuss learning from such training through staff meetings to ensure knowledge is shared and transferred. If there are specific areas relevant to a number of centres, staff should consider providing information through the channels of emails, intranet, and newsletters.

5.7.3 Feedback to inhouse trainers

Feedback will also be provided to inhouse trainers through the Training Function of Ability West.

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5. DETAILS OF PROCEDURE (Contd.):

5.8 CLAIM FOR REIMBURSEMENT OF EXPENSES

Where applicable, on completion of the course the staff member shall complete a "Claim for Reimbursement of Expenses/Allowance" Form in the normal manner as per Finance/Accounts Procedures.

The Accounts Department provide the Training Function with details of expenses being claimed by staff as a result of a training course/seminar, etc. These details will be checked against the original "Request to Attend Training" to verify that the expenditure is in accordance with the approval by the Training function and management. Details will be signed off by HR Directorate and returned to Accounts Department once all costs/expenses have been verified. This is normally completed on a monthly basis.

5.9 EXPENSES ALLOWANCES FOR STAFF TRAINING

5.9.1 **Travel allowances for staff training**

Mileage allowance is 20c per mile for travel to/from training events.

Where public transport is available for events out of the region the cost of public transport or petrol will be covered.

It is expected that every attempt is made to ensure there is no duplication of transport to courses when using personal transport, e.g. car pooling, use of company vehicles, etc. Staff should make every effort to link up and make common arrangements.

Any arrangements outside of these needs to be negotiated directly with relevant Line Manager, submitted on the 'Request for Training Form' and approved by Director of Human Resources/Chief Executive on 'Request for Training Form' prior to incurring such costs.

5.9.2 **Accommodation**

A maximum of €65 per night is allowed. Any amount exceeding this must be approved by Chief Executive with the Training Function before the training event takes place. Receipts are required for all over night stays and processed in the normal manner as detailed under 'Claim for reimbursements of expenses'.

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5. DETAILS OF PROCEDURE (Contd.):

5.9 EXPENSES ALLOWANCES FOR STAFF TRAINING (contd.)

5.9.3 Meals

In general, lunches are not provided at training events. Subsistence can only be claimed in exceptional circumstances on a vouched basis when additional expenses are incurred and approved prior to training and if no meals are supplied on the training course, then staff can claim up to €6.35 for lunch. Receipts must be submitted in the normal manner as detailed under 'Claim for reimbursements of expenses'.

5.9.4 The figures listed in Section 5 may be reviewed and adjusted by the Senior Management Team from time to time.

5.10 ALLOCATION OF HOURS TO TRAINING

5.10.1 The hours of attendance at a training event will be counted as working hours for all staff and will not exceed 7.8 hours in the case of 39 hour/week and 7.4 hours in the case of 37 hour/week.

This means that for *salary* purposes -

- (a) The number of hours in any one course day will be a maximum of 7.8 hours/7.4 hours or the normal hours worked for that *grade*, whichever is the least.
- (b) For staff with contracted hours, the length of the course will count towards their hours for that week, subject to (a) above.
- (c) Staff on reduced hours can claim for the total hours included in the course up to the maximum described in (a) above.
- (d) Relief panel staff will be paid for the number of hours duration of the course up to the maximum described in (a) above.
- (e) Time taken to travel from normal location can be added to the duration of the training event up to the maximum number of hours described in (a) above.
- (f) Where the duration of the training is less than rostered hours on the day the person will be expected to return to work and complete their normal working day, subject to (a) and (e) above.

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5. DETAILS OF PROCEDURE (Contd.):

5.10 ALLOCATION OF HOURS TO TRAINING (Contd.)

- (g) Staff member who would have been rostered to work in excess of 7.8 hours on the day of the training event should have their rota adjusted so that the shortfall in hours can be accounted for at a future date.
- (h) Lunch break does not count towards working time on training day/event.

5.10.2 Time-in-lieu is generally not granted in respect of evening or weekend courses/conferences, even though expenses may have been approved. However, staff may apply for time in lieu on an exceptional basis if circumstances so warrant. This request should be made to appropriate Line Manager and processed for approval by Director of Human Resources/Chief Executive prior to the training event occurring.

5.11 REPLACEMENT OF STAFF ATTENDING TRAINING:

The replacement of a staff member who is attending a course considerably increases the cost of that course. Ability West does not normally replace staff who are released for training. While this can cause challenges for the Centre involved, it does result in a greater number of staff being sanctioned to attend courses.

There may be circumstances in exceptional situations whereby some replacement may be required to sustain the service and this will be requested by the Unit Director/Department Head and approved by the Area Services Manager, subject to firm approval by the Director of Human Resources and subject to budgetary constraints.

5.12 POSTGRADUATE TRAINING

It is in the organisation's interest to encourage its staff to develop their formal qualifications and to undergo further training. In so far as possible, staff will be encouraged to undergo postgraduate training, either on a full or part-time basis, in so far as this is possible.

5.13 MONITORING OF TRAINING ON ONGOING BASIS

Training function will produce Management reports at a minimum of quarterly basis for appropriate Managers who will monitor and follow up on areas of concern.

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6. MONITORING OF PROCEDURE:

BY WHOM	FREQUENCY	METHOD(S)
Training Function Director of Human Resources	Every two years	Review by Director of Human Resources and Training Function of the organisation. Review operation of procedure with in-house trainers and Area Services Managers Area Services Managers to be requested to place the operation of training procedure on agenda for Area Service Meeting annually and feed back to Training Function
NEXT REVIEW DATE:		08/09/2016

7. REVISION HISTORY

REVISION	DATE	DESCRIPTION OF CHANGE	G.P.A.R. NO.
1	08.03.94	IS/ISO9001/EN29001(4.1) Typographical Error 5.1.3	0025
2	12.04.95	Include Induction Training	0047
3	22.05.96	See Amendment Q.A.R.F. NO. 0063	0063
4	26.10.99	See Amendment Q.A.R.F. NO. 0098	0098
5	17.09.09	See Amendment Q.A.R.F. No. 0133	0133
6	25.09.10	See Amendment Q.A.R.F. No. 0146	0146
7	10.07.13	See Amendment Q.A.R.F. NO. 0196	0196
8	24.07.14	See Amendment Q.A.R.F. NO. 0220	0220