## **E13a**

## **Learning and Development Policy**

This document is provided as part of a suite of policy, procedure and guidance documents to Carer Trust Crossroads West Wales(now referred to as ‘the organisation’) as a Network Partner of Carers Trust.

**1.0 SCOPE**

1.1 The intended outcome of the learning and development suite of documents is to ensure that regulated care and support services are provided safely and to a high standard by suitably trained staff.

**1.2 Care staff**

1.2.1 This policy, the accompanying procedure for managers (E13b) and guidance for care workers (E13c) set out training requirements in relation to the Operational Policy Framework for employees involved in the delivery of regulated care and support services (referred to as ‘care staff’ as set out below).

1.2.2 ‘Care staff’ includes:

* care planners / assessors
* staff involved in the review of care and support services
* staff carrying out care and support risk assessments
* staff involved in care co-ordination and the supervision of care workers
* care workers providing care and support to people with care needs
* other employees (for example project workers, drivers) who have contact with those receiving care and support, as appropriate to their role.

Please note: the content of these documents does NOT address the training needs of employees not directly involved in the delivery of services to those with care and support needs, for example general administrative and corporate services staff; nor does it apply to volunteers.

**1.3 Volunteers**

1.3.1 The National Council for Voluntary Organisations (NCVO) defines volunteering as ‘any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. Central to this definition is the fact that volunteering must be a choice freely made by each individual’.

1.3.2 Managers are responsible for assessing the roles undertaken by volunteers within their organisation and the level of briefing / induction those volunteers require in relation to the Operational Policy Framework.

**2.0 RESPONSIBILITIES OF TRUSTEES**

2.1 The organisation’s trustees are required to familiarise themselves with the content of the learning and development policy and to be aware of the associated procedure and guidance documents. Responsibility for having detailed knowledge of the procedure and guidance and monitoring the organisation’s compliance to them may be carried out by a nominated board member or delegated to a senior member of the management team.

2.2 The trustees are personally responsible for ensuring that managers have safe and effective systems in place to meet the requirements listed below.

* Newly appointed care staff undertake and successfully complete a structured induction programme[[1]](#footnote-1) at the start of their employment before being allowed to work unsupervised (see Appendix 1 of the learning and development procedure E13b).
* Care staff are given the opportunity to achieve nationally recognised qualifications relevant to their role.
* Care staff have an individual learning and development plan in place from induction onwards (see accompanying procedure for details).
* Care staff receive an annual appraisal and ongoing supervision.
* Carers Trust care practice policies, as set out in the Operational Policy Framework, are adopted on a yearly basis following their annual review – see policies listed by quarterly review (AT11).
* Training update requirements of adopted policies (and associated procedures and guidance) are fully met.

3.0 ADOPTION

3.1 To formally adopt this policy, the organisation’s board of trustees will document in the minutes of the appropriate board meeting its name and reference number and the date it was adopted. The minutes will be signed by the chair of the trustees on behalf of the board.

1. Please note: The model health and safety policy (FT01) refers to and provides the outline of a health and safety induction for all new starters.  To avoid duplication, the details are not repeated within the learning and development procedure.
 [↑](#footnote-ref-1)