

STAFF DEVELOPMENT AND TRAINING - GENERAL POLICY STATEMENT – FUSION-ICT LIMITED

Fusion-ICT Ltd is committed to delivering quality services through its staff and will endeavour to ensure that you receive up-to-date, relevant and effective training and development in pursuit of the highest levels of competence and service quality at all times. We recognise the importance of your continuous development in:

- helping you to improve and develop performance in your present role,
- preparing you for future roles and career and professional development,
- enabling you to adapt to meet the changing requirements of the University,
- maintaining and enhancing the quality of service in all areas.

In pursuit of this policy Fusion-ICT will:

- regularly and actively take steps, via appraisal, group activities and other appropriate means, to identify training and development needs for individuals and for groups of staff;
- within available resources, provide staff with opportunities to participate in training and development activities within and external to the institution;
- fully evaluate at individual, team and institutional levels, the benefits and effectiveness of investments in training and development activities.

and will expect staff to:

- co-operate and participate, where appropriate, in activities and processes which are designed to identify training needs;
- attend and fully participate in any activity which has been agreed as relevant to their development;
- actively put into practice the new skills and knowledge gained through training and development activity and participate in any related evaluative measures.

The main opportunity to discuss training and development needs will be during your annual appraisal and associated follow-up meetings. However, staff

development and training issues can be raised at any time during the year by any member of staff. Within the staff development and training policy there is also provision for staff to be fully or partly sponsored on a wide range of development opportunities, such as qualification courses, short courses, conferences, visits, etc. (see the full terms and conditions for staff development in the 'Staff Handbook').

Our Commitment to Standards

There are certain roles, responsibilities and skills that Fusion-ICT considers of such importance that some form of briefing, training or development programme is considered mandatory for staff involved in these areas. Additionally, as a matter of policy there are certain areas of information, knowledge or skill that are considered necessary for all staff. Staff development activities that currently fall within this category include:

Induction: The general induction seminar is mandatory for all staff, who have an individualised induction. This induction will take place within the first four weeks of employment. Additionally, staff may receive a locally arranged short or longer term induction to their particular Department, including job specific training.

Learning and Teaching: Fusion-ICT requires all new training staff to undertake a Certificate in Learning and Teaching. However, this requirement may be waived for staff who can demonstrate that their previous education, training and/or experience already matches the requirements of the Certificate.

Appraisal Training: All designated appraisers attend a one-day course and all other staff attends a half day appraisee briefing. This training/briefing must take place before appraising or being appraised. Please note that appraisers, although they will also be appraisees, only need to attend the appraiser training.

Recruitment and Selection Training: All designated recruiters must attend a one day course. 'Recruiters' are those involved directly in selection processes rather than those who may occasionally be involved in peripheral recruitment activities.

Basic First Aid: The one day Basic First Aid course is mandatory for all staff and the full First Aid Certificate course (4 days) is mandatory for designated first-aiders and certain other specified posts.

Fire Lecture: All staff attends a short fire safety lecture in their first year of employment.

This is not the complete list of possibilities for mandatory training - such training may accompany quite specific parts of individual jobs, e.g: training for, Customer Care, etc., or may be provided for particular activities for which individuals volunteer, e.g: Fire Marshall Training, Standing Panel Member, etc.

Details for all of the above can be found in our Staff Development Programme.

Keeping You Informed

Our internal Staff Development Programme is published and updated regularly. Particular training initiatives that may require your participation from time to time will be communicated to you directly or through your line manager.