

Strata Training and Development Plan 2017 – 2018

Strata is committed to providing learning and development opportunities to help the organisation deliver its business plan and at the same time ensure that individuals can reach their full potential.

Our managers are responsible and accountable for ensuring that their direct reports complete all mandatory training listed overleaf and have the essential corporate and job related training as required. This includes Health and Safety training.

Training needs should be discussed as part of the Performance Excellence Review process which includes an annual review supported by regular 121s throughout the year.

Service training needs are identified through the Business Plan and this is an annual process.

We know that great managers have a tremendous impact on improving employee engagement that in turn leads to superior performance. We are committed to providing training to make sure that our managers continue to develop high performing individuals and teams.

Training is broken down into the following sections:

1. Mandatory training for everyone*
2. Mandatory training for managers*
3. Other training available
4. Health and Safety training – essential training for specific posts and training recommended

* Organisational Development will produce annual reports to track progress against mandatory training. Managers are responsible for ensuring that individuals in their teams undertake mandatory training.

Karen Jenkins
HR Lead for Strata

Mandatory training for everyone

To access all training courses and for more information about the courses being provided, please see our [Learning and Development pages](#) on the internet.

Learning	Training type	Frequency
Corporate welcome module	e-learning	Once
Corporate welcome morning	Human Resources will co-ordinate	Once
Diversity	Training course or e-learning	At start of employment and every 3 years
An overview of the data protection act	e-learning	Annually
Whistleblowing	e-learning	At start of employment and every 3 years
Identifying and avoiding bribery in organisations	e-learning	At start of employment and every 3 years
Safeguarding people (Group 2 Alerter training via workshops is required for staff working with vulnerable groups)	e-learning	At start of employment and every 3 years
Fire safety awareness	e-learning	Once
Safe manual handling	e-learning	At start of employment and every 3 years
Display screen equipment and workstation safety	e-learning	Once or if workstation changes
Health and Safety at work	e-learning	Once
Avoiding slips, trips and falls	e-learning	Once
Managing and handling stress at work	e-learning	Once or as required

2 Mandatory training for managers

To access all training courses and for more information about the courses being provided please see our [Learning and Development pages](#) on the internet.

Please see the [Health and Safety hub](#) to find out about mandatory Health and Safety training for managers.

We expect our managers to be competent in all areas of management and provide a

wide range of training courses to help support this aim. Discussion through Performance Excellence Reviews and 121s with your line manager will help you determine which courses you need to complete to effectively undertake your role.

Other than for ‘mandatory training for managers’, training needs will vary depending on what training the manager has previously attended, previous experience and individual development needs.

Managers may also like to progress to [Institute of Learning and Management](#) courses which provide a formal qualification.

Mandatory training for managers	Training type	Frequency
Appraisal skills for managers	training course	Once
Disciplinary, capability and grievance issues	training course	Once
Managing sickness absence	training course	Once
Recruitment selection and interviewing	training course	Once
Coaching skills for managers	training course	Once
Developing Teams	training course	Once
RoSPA Introduction to Risk Assessment and Risk Assessment for Managers	training course	At start of employment and every 3 years

ACAS Codes of Practice are now available on e-learning. Please follow [the link](#) for more information.

- Bullying and harassment
- Conflict resolution
- Discipline and grievance
- Equality and diversity
- Managing absence
- Managing people
- Mental health awareness for employers
- Performance management

Organisational Development can provide individual learning records for e-learning.

3 Other training available

Managers are responsible for ensuring training for specific roles is undertaken as required. Organisational Development can provide individual learning records.

- Courses available [via e-learning](#).
- Courses available through face to face training courses are listed below see the [training course catalogue](#) for more information about each course:
- Please see the [Health and Safety hub](#) to find out about mandatory Health and Safety training.

Skill area	Training	Aimed at
Workplace Skills	Bid Writing Training	Staff who write bids as part of their role
Workplace Skills	Business Planning and Commercial Awareness	Staff who require commercial awareness as part of their role or who are planning services
Workplace Skills	Chairing Meeting Skills	Staff who regularly chair meetings as part of their role
Workplace Skills	Negotiation Skills	Staff who regularly negotiate as part of their role
Workplace Skills	Effective Use of Time	All staff as appropriate
Workplace Skills	Facilitation	Staff who need to facilitate groups or teams
Workplace Skills	Media Interviewing Training	Staff who need to speak to media as part of their role
Workplace Skills	Minute Taking & Speed Writing	Staff who regularly take minutes or would benefit from speed writing
Workplace Skills	Presentation Skills	Staff who make presentations as part of their role
Workplace Skills	Project Management	Staff who are involved in managing projects.
Workplace skills	Report Writing	Staff who write committee reports, reports, web authors and communication champions
Workplace Skills	Social Media	Staff who use social media in their role such as web authors, communications champions
Workplace Skills	Writing in Plain English	For those writing reports, web authors or communication champions
People Skills	Assertiveness and Communication Skills	All staff as appropriate
People Skills	Emotional Intelligence Using NLP	All staff as appropriate
People Skills	Neuro Linguistic Programming (NLP)	All staff as appropriate
People Skills	Personal Effectiveness	All staff as appropriate
People Skills	Speed Reading and Mind Mapping	All staff as appropriate
Management Skills	Conflict Resolution	All staff as appropriate
Management Skills	Disciplinary Investigations	All staff as appropriate

Skill area	Training	Aimed at
Management Skills	Drug and Alcohol Awareness	All staff as appropriate
Management Skills	Finance for Non-Finance Manager	All staff as appropriate
Management Skills	Managing Dispersed Teams	All staff as appropriate
Management Skills	Skills for Supervisors	All staff as appropriate
Customer Skills	Difficult Phone Calls	For those routinely dealing with difficult issues by phone
Workplace Legislation	Disability Awareness	All staff as appropriate
Workplace Legislation	Diversity	All staff as appropriate
Workplace Legislation	Enforcement Skills	All staff involved in enforcement activity
Social Care and Health	Safeguarding People - Group 2/Alert Training	All staff who regularly work with vulnerable people
Well being	Change Management: How to flourish at all times of change	All staff as appropriate
Well being	Keeping Well at Work & Being Resilient	All staff as appropriate
Well being	Mental Health Awareness	All staff as appropriate
Well being	Mindfulness an Introduction	All staff as appropriate
Well being	Posture Training	All staff as appropriate
Well being	Stress Management	All staff as appropriate
Career Planning	Career Development	All staff as appropriate
Career Planning	Mid-Career Seminars	All staff as appropriate
Career Planning	Pre-Retirement Planning	All staff as appropriate

National Vocational Qualifications

(NVQs) are work based awards in England, Wales and Northern Ireland that are achieved through assessment and training.

To achieve an NVQ, candidates must prove that they have the ability (competence) to carry out their job to the required standard. NVQs are based on National Occupational Standards that describe the 'competencies' expected in any given job role. Typically, candidates will work towards an NVQ that reflects their role in a paid or voluntary position. For example someone working in an admin office role may take an NVQ in Business and Administration.

There are five levels of NVQ ranging from Level 1, which focuses on basic work activities, to Level 5 for senior management.

- Customer Service
- Team Leading
- Leadership and Management
- IT Qualification
- Business and Administration

If you are interested in taking an NVQ, please discuss this with your line manager. For more information please contact Karen Jenkins/Jenny Summers and we will then research which colleges can provide the relevant qualification.