

Training & Development Process



PURPOSE

The purpose of this process is to ensure that an effective process is in place for the identification and provision of training requirements for each member of staff. The requirements identified for each individual are based on the individual's competence, qualifications and experience.

PROCEDURE

On commencement of employment, the director/ manager of each unit will arrange a general induction programme for all new staff. Typically, induction training for new staff will include:

- Introduction to staff within the Unit.
- Introduction to HR and supply of staff ID card.
- Request to Buildings for parking permit.
- Brief tour of the building and White House.
- Overview of the key business processes and associated operational procedures pertaining to that role.
- Overview of the quality management system.
- Request to HR for inclusion in the next HR induction programme.
- Unit-relevant specific training, as identified by Director/Manager.

On commencement of employment, a 'Staff Training Record' is compiled by the Director/ Manager for each new member of staff. Any training undertaken in conjunction with HR is automatically recorded on the staff training record on CORE portal.

Planning Training / PDRS

The Office of the President adheres to the Performance and Development Review System (PDRS), details of which are available on the [HR website](#). The PDRS is a process defined by HR, which stipulates that the Director/Manager must meet with each staff member, on an annual basis, with a view to improving performance and enhancing professional / career development. Any identified training is included in the PDRS record. Formal training requests are copied to the Learning and Development Manager, HR. Once training has been undertaken, a record of the training is entered into the Staff Training Record. A review of all formal training undertaken is conducted as part of the annual PDRS review.

All staff within the Office are actively encouraged to engage in networking activities with peers in similar institutions. All such activity should be recorded as part of the annual PRDS.

Prior to the annual PDRS review meeting, each line manager will ask direct reports to review their operational procedures. They will also be asked if any new work procedures have been initiated during the year and requested to document appropriate operational procedures for any identified.

Individual units within the Office of the President keep their own training records on SharePoint. Evaluation of formal training is conducted annually as part of the PRDS process. Evaluation of HR training is undertaken by HR.

RECORDS

Individual training needs for a particular year are recorded on their PDRS form, in consultation with the director/manager. The director/manager is responsible for retaining the completed PDRS forms for each

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member of staff. Each individual keeps a copy of their own form. The HR Division keeps a central record of all training completed by staff members on courses organised by HR (CORE Portal). Staff members also keep a 'Staff Training Record' in which all formal and informal training is recorded.

Job descriptions are available for all posts within Office of the President, either from Unit directors/managers or from HR.

PROCESS VERIFICATION

Evaluation of process effectiveness is carried out using Internal/QMS audits.

Revision No.	Date	Approved by:	Details of Change	Process Owner
1	Nov '15	Director of Quality	Initial Release	Quality Team
2	Dec '15	Director of Quality	Minor change to evaluation of training following audit recommendation.	Quality Team
3	Jan '17	Director of Quality	Revised 'Planning Training/PDRS' section to include networking activity, review of training and the use of the PDRS to review operational procedures (all actions identified in the SAR) and a staff suggestion for improvement. Procedure also reviewed by the Learning & Development Manager, HR.	Quality Team