



# Training & Development Policy

The Volunteers and Staff and Committee members of Interest Link Borders, with their commitment, skills, knowledge, and abilities, are the most valuable resource of the organisation. As such Interest Link Borders is committed to enabling them to access opportunities for their work-related training and development.

"Training" does not only mean attendance on formal training courses. It can mean attendance at conferences, workshops, seminars, shadowing a colleague, or distance learning.

## 1. Purpose of Training

Training should ideally be of value to both Interest Link Borders and the individual. It should be work-oriented and have a discernible benefit for both parties in the foreseeable future. There are two categories of training needs:

- Individual training needs. For example, these may include specific skills or acquiring particular knowledge directly related to an individual job or personal development less directly related to the job;
- Corporate training needs. These are skills, knowledge or understanding that Interest Link Borders expects of all Volunteers, Staff and Committee members, such as Induction Training, Disability Awareness or Confidentiality Training.

A schedule of the main training needs is included in the Appendix.

## 2. The training budget

- There should always be specific annual Volunteer and Staff training budgets.
- All Volunteers and Staff should have equal access to training regardless of their position in the organisation.

## 3. Identifying and tracking training needs.

### a. Recruitment and induction

Volunteer and Staff recruitment and selection procedures should identify strengths and weaknesses in the key areas of the Job Description and Person Specification. For staff, these should be addressed in the Training Needs Assessment (see template in Appendix), which is completed during Induction and annually thereafter. There is a separate Computer Training Needs Analysis (also in Appendix).

All new Volunteers and Staff should have an induction that:

- Ensures understanding of the particular post and tasks to be undertaken;
- Explains the structure and functions of Interest Link Borders;
- Introduces the new person to other Volunteers and Staff.

### **b. Volunteer and Staff member Supervisions and Annual Appraisal**

One of the purposes of Supervisions and Annual Appraisal is to clarify objectives, identify changes in the nature of the work done and probable new directions, and review the strengths and weaknesses of the individual Volunteer or Staff member with a view to planning actions to assist development. These might include changes in work practice, identification of training needs, and consideration of long-term future plans.

A staff member's Training Needs Assessment must be reviewed at each Annual Appraisal, together with their Training Record (see Appendix for Template)

### **c. Changes in priority areas of work for the organisation**

Interest Link Borders is not a static organisation, but an organic one. Consequently new areas of work identified in development plans may necessitate a review of training needs.

### **4. Information about training opportunities**

Details of relevant external and in-house training opportunities are circulated to Volunteers, Staff and Committee members.

### **5. Accessing external training for individuals**

Access to training additional to core needs, for individual Volunteers and Staff must be agreed by the Project Co-ordinator. This includes conferences, seminars and workshops, as well as formal courses.

In considering access to all types of training the Project Co-ordinator will take account of:

- Budgets and the cost of the training;
- Relevance of the training to the person's role;
- Appraisal and supervision records;
- Appropriateness of courses or other training opportunities;
- Previous training attended by the individual
- Time and workload implications.

### **6. Outcomes from training**

The Staff Training Record includes a column for comments on value of training to personal/professional development, and this should always be completed and discussed at the next Supervision.

Any training attended by individual volunteers should also be discussed at the next Supervision as to whether it met the training need identified.

All in-house training for Volunteers, Staff and Committee members should be evaluated by attenders. (See Evaluation Form in Appendix).

### **7. Support for courses of study**

- Interest Link Borders recognises that some courses, especially those leading to formal qualifications, require a longer commitment of time, and wishes to be able to assist

Volunteers and Staff to undertake relevant courses of study. Such a commitment however, has to be balanced against the project's limited staff and financial resources.

- Requests by Staff for study leave will be considered by the Project Committee.
- In determining whether or not to agree a request for study leave the considerations set out in
- Section 5. above will be taken into account as well as the following:
  - ❖ Length of service. No one will be eligible for study leave unless they have been in post for at least one year.
  - ❖ The possibility of arrangements to cover for the absences involved.
- If the Project Committee approves the application a written contract will be drawn up clearly stating what is expected of the staff member if they accept support (e.g. commitment to stay on at Interest Link Borders for a period of time equivalent to the course subsequent to its completion)
- In each case, Interest Link Borders will consider whether or not study leave should be undertaken in paid or unpaid time, and also whether or not Interest Link Borders will cover course fees (and other related expenses such as books) or make a contribution towards them. Interest Link Borders may also consider giving a loan for fees if Interest Link Borders is not paying the fees in full. If conditions (such as a commitment to remain at Interest Link for a period after the course) are not fulfilled and Interest Link Borders has contributed towards course costs or allowed study leave in paid time, then the Staff member may be required to pay back a proportion of the costs Interest Link Borders has incurred. Details of any such requirements would need to be signed by the Staff member concerned at the time the study leave is agreed.

## **Appendix 1: Interest Link Principal Skills/Training Needs (and Provision where relevant)**

These are in addition to basic induction that:

- Ensures understanding of the particular post and tasks to be undertaken;
- Explains the structure and functions of Interest Link Borders, its policies and procedures.
- Introduces the new person to other Volunteers and Staff.

### **A. Staff**

**Project Co-ordinator:** as Branch Co-ordinators below, plus:

1. Project Management: Befriending Networks Vital Skills in Management and Leadership for Befriending (2 days) at minimum
2. Financial management including competence in Sage 50 Accounts (training provided by independent examiner).
3. Computer skills:
  - Web design using WYSIWYG programme (Currently Xara Web Designer);
  - Video editing;
  - Adobe Acrobat Pro
  - Cloud service management

### **Branch Co-ordinators:**

1. Befriending Networks Vital Skills course:
  - Training for trainers
  - Recruitment & selection
  - Support & Supervision
  - Boundaries
  - Matching
  - Risk Management
  - Managing Waiting Lists & Endings
  - Monitoring & Evaluation
  - Project Development
2. Learning disabilities and Autism Awareness: usually Brothers of Charity and Eildon Housing Association courses
3. Child Protection and Protection of Vulnerable Adults: delivered by Social Work, to be refreshed at intervals of 2-3 years per their advice
4. Competence in completing PVG Scheme Membership applications.
5. Computer skills: Familiarity with Microsoft Office (Word, Excel, Publisher, PowerPoint and Outlook). Provided by Project Co-ordinator or external consultant.
6. Project management skills: provided by external consultant.
7. Risk assessment: training and development traditionally provided by Social Work.

**Project Administrator:** as Assistants below plus:

1. Financial management including competence in Sage 50 Accounts (training provided by independent examiner)

## **Assistants**

Assistant Job Descriptions vary, with some having more emphasis on service delivery and others focusing on administration. As a result, the Branch Co-ordinator skills above may be relevant.

1. Computer skills: Familiarity with Microsoft Office (Word, Excel, Publisher, and Outlook).
2. Competence in completing PVG Scheme Membership applications.
3. Basic secretarial skills.

## **B. Volunteers**

1. In-house training covers:

- Learning Disability Awareness
- Values & Aims of Interest Link
- How the Service Works
- The Role of the Volunteer & What is Befriending.
- Confidentiality
- Health & Safety and risk assessment
- Communication Skills
- Support & Supervision
- Beginnings & Endings
- Lone Working
- Boundaries

2. Each volunteer receives at least 2 training sessions (either 1:1 or in a group) from their Branch Co-ordinator.

3. This is supplemented by a written Volunteer Pack. This is a loose-leaf file that will hold their Volunteer Agreement, Training session handouts, Interest Link Policies, Expenses forms and a blank Incident Report Form. It also has a set of written training materials covering:

- General information about the project, the need for it and aims for service users
- Details of the Beneficiary and volunteer journeys
- Information about learning disability,
- Volunteer Job Description
- Volunteer Training Programme
- Policies:
  - ❖ Volunteer Support & Supervision
  - ❖ Boundaries
  - ❖ Health & Safety
  - ❖ Confidentiality
  - ❖ Child and Adult Protection
  - ❖ Complaints
- Communication skills
- Impact Report

2. Child Protection and/or Protection of Vulnerable Adults: delivered by Social Work, to be refreshed at intervals of 2-3 years per their advice

3. Optional/as needed for specific links:

- First Aid
- Autism Awareness
- Epilepsy Awareness
- Moving & Handling Awareness
- Signing
- Wheelchair Management

4. Ongoing training is usually in the form of in-house volunteer meetings/social events/evaluation workshops.

## Appendix 2: Staff Training Needs Assessment

This table should be completed at induction and at annual appraisal.

This covers all posts: for actual use there are separate templates for each role

**Staff member name:**

**Post:**

**Date:**

Post and Training needs	Satisfied?	Action agreed
<b>Project Co-ordinator</b>		
1. Project Management: Befriending Networks Vital Skills in Management and Leadership for Befriending (2 days) at minimum		
2. Financial management including competence in Sage 50 Accounts (training provided by independent examiner).		
3. Computer skills:		
<ul style="list-style-type: none"> <li>• Web design using WYSIWYG programme (Currently Xara Web Designer);</li> </ul>		
<ul style="list-style-type: none"> <li>• Video editing;</li> </ul>		
<ul style="list-style-type: none"> <li>• Adobe Acrobat Pro</li> </ul>		
<ul style="list-style-type: none"> <li>• Cloud service management</li> </ul>		
<b>Branch Co-ordinators:</b>		
1. Befriending Networks Vital Skills element:		
<ul style="list-style-type: none"> <li>• Training for trainers</li> </ul>		
<ul style="list-style-type: none"> <li>• Recruitment &amp; selection</li> </ul>		
<ul style="list-style-type: none"> <li>• Support &amp; Supervision</li> </ul>		
<ul style="list-style-type: none"> <li>• Boundaries</li> </ul>		
<ul style="list-style-type: none"> <li>• Matching</li> </ul>		
<ul style="list-style-type: none"> <li>• Risk Management</li> </ul>		
<ul style="list-style-type: none"> <li>• Managing Waiting Lists &amp; Endings</li> </ul>		
<ul style="list-style-type: none"> <li>• Monitoring &amp; Evaluation</li> </ul>		
<ul style="list-style-type: none"> <li>• Project Development</li> </ul>		
2. Learning disabilities and Autism Awareness		
3. Child Protection and Protection of Vulnerable Adults: usually delivered by Social Work, to be refreshed at intervals of 2-3 years per their advice		

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4. PVG Scheme Membership applications.		
5. Computer skills: Familiarity with Microsoft Office (Word, Excel, Publisher, and (optional) Outlook).		
6. Project management skills		
7. Risk assessment skills		
<b>Project Administrator:</b> as Assistants below plus:		
1. Financial management including competence in Sage 50 Accounts (training provided by independent examiner)		
<b>Branch Assistants:</b> Assistant Job Descriptions vary, with some having more emphasis on service delivery and others focusing on administration. As a result, the Branch Co-ordinator skills above may be relevant. <b>(Supported Assistants as below without PVG competence)</b>		
1. Computer skills: Familiarity with Microsoft Office (Word, Excel, Publisher, PowerPoint and Outlook). Provided either by Project Co-ordinator or external consultant.		
2. Competence in completing PVG Scheme Membership applications.		
3. Basic secretarial skills.		



## Appendix 3: Interest Link Computer Training Needs Analysis

### Interest Link Computer Training Needs Analysis

Staff member:

Date:

	Yes/No/Some
<b>1. General file management, using Windows:</b>	
Navigate using File Explorer	
Move files between folders	
Change file names	
Delete files and restore them from Recycle Bin	
Transfer files to/from USB memory key or memory card	
Use the Search facility to find files	
<b>2. Microsoft Word</b>	
<b>Essential</b>	
Open file, Create new file, Save and Save As,	
Select text, Copy, Cut, Paste.	
Format font type, colour and size, make Bold, use bullet points and numbering.	
Find text.	
Align text left, central or right	
Use bullet points and numbering	
Page setup: Portrait/Landscape, Margins,	
Print: print specific pages, specify number of copies	
Mailmerge using Excel database as source	
Work with Tables and Text boxes	
<b>3. Microsoft Publisher</b>	
Most of the tools are similar to Word: only the features unique to Publisher are set out below	
Add new pages	
Use text boxes to add text	
Insert pictures	
Use Autoflow to link textboxes	
Arrange textboxes (align, distribute, bring to front etc)	
<b>4. Microsoft Excel for Branch database</b>	
Select cells, Copy, Cut, Paste data from and to individual cells and ranges of cells.	
Wrap/Unwrap Text	
Format cells as text, number, date etc	
Sort data	

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Use Autosum for adding column totals	
Freeze and Split Panes	
<b>5. Outlook</b>	
Mail	
Calendar	
Contacts	
<b>7. Any knowledge of Powerpoint?</b>	
<b>8. Multifunction printer/copier/scanner</b>	
Use standalone copier for single/double sided b&w/colour copies	
Scan documents to pdf or jpeg	

## Appendix 4: Staff Training Record

This should be updated by staff or at supervision.

<b>Date</b>	<b>Description of training (including course provider and length in hours)</b>	<b>Expiration date (if applicable)</b>	<b>Comments on value of training to personal/professional development.</b>

## Appendix 5: In-house Training Evaluation

**Event:**

**Topics Covered:**

Thank you for attending the session. To help us make future training as interesting and useful as possible please fill out this questionnaire and leave it with us at the end of the session. You do not need to put your name on it.

Where asked to give a score, please use the following scale:

**1 Poor / 2 Fair / 3 Satisfactory / 4 Good / 5 Excellent**

1. Did you enjoy the training session? YES/NO
2. Was the information presented in a way that made it easy to understand? YES/NO
3. On a scale of 1-5, how convenient was the session for:
  - Length
  - Time of Day
  - Location
  - Catering
4. Did the session cover ground that was new to you? YES/NO  
If so, what areas were new?
5. What did you gain from the session?
6. Do you think the training will help you in your Interest Link Borders volunteering?  
YES/NO
7. What could we have done to make the session better?