

## TRAINING, LEARNING AND DEVELOPMENT POLICY STATEMENT

Control Centre Solutions Ltd believe that staff development and learning should be an integral part of the organisation's business planning so that workers can perform their individual jobs effectively and, in doing so, ensure that the organisation achieves our objectives.

Control Centre Solutions Ltd are aware of the benefits to the individuals as well as our organisation by ensuring our workers have access to appropriate learning, development and training opportunities. This will give our workers the skills and knowledge to carry out their roles in a safe and effective manner, to maintain our high quality standards and also to ensure protection to the environment.

Training and development can be defined as any activity designed to help individuals become more effective at their work by improving, updating or refining their knowledge and skills. It encompasses a range of activities including:

- Induction training to our organisation and their job role.
- Method Statement and Risk Assessment briefings.
- On the job learning/ learning from others in the organisation.
- Involvement in various projects.
- Self-paced learning/ open learning books, videos.
- Attendance at training courses, workshops, conferences or seminars.
- Work shadowing.
- Formal study/ coaching.
- Mentoring.
- Secondments and placements/ visits to other organisations.

Learning and development needs will be regularly reviewed and staff will be encouraged to play an active part in identifying their own learning needs, selecting appropriate learning methods and assessing the outcomes and effectiveness of their learning.

Control Centre Solutions Ltd are committed to ensuring equality of learning opportunity, hence no staff member will be excluded from learning on the grounds of gender (including gender reassignment), marital status, family status, religious belief, disability, age, racial grounds (race, colour, nationality or ethnic origin), sexual orientation or membership of the traveller community. Part time and fixed term staff members will have equal access to learning and development opportunities appropriate to their role.

We prioritise learning that focuses on areas which:

- Enable the Company to fulfil its strategic objectives.
- Pertain to any Statutory/ contractual obligations.
- Enable workers to work safely/ use equipment in a safe manner.
- Are essential to ensure the quality of our service provision.
- Are essential in order to generate and maintain revenue.
- Enable effective responses to and management of legislative changes.
- Enable staff members to meet their responsibilities in completing continuous professional development required by relevant professional bodies.
- Enable management development for those who have people management responsibilities.

Every worker is expected and encouraged to take ownership and responsibility for their personal development in relation to their work, within the framework of support provided by Control Centre Solutions Ltd. This includes analysing their own skills, aptitudes and potential development needs, as well as having a positive attitude and proactive approach to development.

The responsibility for identifying training and development needs and carrying out agreed training and development activity is shared between the Line Manager and the worker. We will encourage and support appropriate training and development. Reasonable time and financial support may be allocated.

We consider it appropriate to base training and development opportunities on the requirements of the business. Therefore, decisions about investment in workers training and development will always be made having regard to the needs of the business as well as the worker's individual needs.

This policy is reviewed on a periodic basis or on significant change in the company's operations.

Copies of this statement of policy will be made available to all employees and to all other interested parties.

Signed:



Mr Scott Hughes, Director

Date: 17<sup>th</sup> April 2023