



# Staff Development Policy

## 1. Introduction

1.1 TTS FM, Trading as TYNE TEES SECURITY SERVICES LIMITED is committed to ensuring that their employees receive high quality training. The training and development of staff is key. The company has a learning and development policy which applies to all staff. This additional policy is in place to support the corporate approach with particular application to TTS FM staff. All staff are entitled to have their learning and development needs taken seriously, considered regularly, and met as appropriate. Meeting learning and development needs will however always be subject to the company budget and to operational needs.

1.2 Staff learning needs will be discussed at individual performance planning meetings. Where there is a budgetary or significant impact upon service delivery, they will be referred to The HR Manager. A learning and development plan will be produced annually so that the service action plan can be delivered and individual learning needs met. The plan will be monitored regularly and reports upon.

1.3 All staff are important to TTS FM work and all will be provided with opportunities for learning and development. The volume and nature of learning will vary from post to post. Line managers will consider all requests for training, whenever they are made; where necessary they will discuss this further with the HR Manager.

## 2. Induction training

2.1 All staff, on joining TTS FM or on taking on new responsibilities, will be provided with the basic knowledge and skills needed to carry out their job. Each new member of staff or member of staff in a new role, will be given an appropriate induction program upon arrival at TTS FM or upon taking up the new position and this will be reviewed by their manager regularly..

2.2 Training will normally be provided on Mondays to Friday in 'core' office hours.

2.3 All staff will receive induction training and in awareness of equalities, health and safety, sustainability issues, in corporate and departmental priorities and in legislation relevant to their work.

## 3. Continuing learning and development

3.1 All staff may expect to receive continuing learning and development to enable them to operate effectively in a changing environment, to acquire new skills, and to meet the needs of the service. Such learning and development may take various forms: formal courses or regular training sessions within the office; one-to-one discussions with other staff; staff meetings; visits to related institutions; e-learning or time out of the day to day duties to undertake additional study; mentoring and coaching. Other more innovative ways of learning and development will be considered.

3.2 Staff development, too, will often take place on the job, for example by carrying out particular projects under supervision or by undertaking a new responsibility. The evaluation of

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any project or of the management of a responsibility should consider the development which has taken place.

### 4. Professional development/learning and development in content

4.1 All staff appointed in TTS FM will have a basic professional qualification before they start work. This needs to be supplemented by further learning and development and experience.

4.2 Staff will be encouraged to attend training courses arranged by professional bodies, and also the regular conferences and annual meetings of these bodies as it is recognised that the exchange of experience and views with professional staff from other organisations is a vital element of learning and development. It will normally be suggested that training courses on specific topics are attended by the staff working in those specialists, but it is open to any member of staff to ask to attend a course which he/she thinks would be valuable. Where one delegate is sent to a learning and development event, it will be expected that the information learnt there will be shared with other relevant staff after the event. This will not necessarily preclude others from attending the same event at a later date.

4.3 If several members of staff want to attend a particular event, a decision will be made on the basis of perceived relevance, previous attendances and the budgetary situation and attendance may be conditional upon sharing this information with appropriate colleagues.

4.4 Opportunities will be provided for further learning and development. This may take the form of learning visits, or attendance at conferences or learning and development events relating to relevant topics. In this last case it is likely that only one or two members of staff will be able to attend, later sharing the information with the wider group. E-learning will be encouraged where appropriate.

4.5 Staff may wish to undertake more extended learning and development, for example that leading to the award of an NVQ or to management or professional qualifications. Support for this will be given wherever possible, although the demands of the service are such that it will usually only be practicable for one member of staff in a section to undertake such extended learning and development at one time. In line with corporate requirements, staff will be required to sign an undertaking to remain in employment for two years after the end of any such extended learning and development.

### 5. Identification of learning and development needs

5.1 Any members of staff may raise with their manager at any time of the year a learning need of which they become aware, or a course they see advertised which they consider would be valuable to their work or development. Each request will be considered on its own merits.

### 6. Learning and development records

6.1 Prior to attendance at any learning and development activity, delegates should discuss their expectations with their line manager; on return, the success of the event will be evaluated by the delegate and discussed with the line manager. Learning and development evaluation forms

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have been developed for this purpose and copies should be kept by the person attending an event, their line manager, and also the HR Manager.

All staff will receive a personal file . This includes the learning and development policy, in where learning and development records such as certificates of attendance, individual learning logs, individual performance plans and learning and development evaluation forms can be kept. Other papers such as induction programs, course handouts etc, may also be kept in the folder.

In order to monitor the implementation of this policy and to help staff to monitor their own progress, an annual record of the learning and development undertaken by each member of staff will be maintained by each person. This will record the amount of time undertaken on each activity so that at the end of the year the HR Manager can assess that there has been equality of opportunity and can record what learning and development activity has been undertaken. This information is reported to the management team.

Position in organisation: Managing Director

Name: Gaurav Goyal

Date: 21<sup>st</sup> August 2017

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