



POLICY/PROCEDURE INFORMATION (Policy no HR0006)	
<b>Subject</b>	<b>Learning, Training &amp; Development Policy and Procedures</b> <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
<b>Applicable to</b>	All staff of Nottinghamshire Hospice
<b>Target Audience</b>	Others such as agents, consultants and other representatives of Nottinghamshire Hospice may be required to comply with the policy as a condition of appointment.
<b>Date issued</b>	March 2022
<b>Next review date</b>	March 2025
<b>Lead responsible for Policy</b>	Director of People Services
<b>Policy reviewed by</b>	Human Resources Manager
<b>Notified to (when)</b>	Senior Management Team (Dec 2021)
<b>Authorised by (when)</b>	Board of Trustees (Feb 2022)
<b>CQC Standard if applicable</b>	Regulation 18: Staffing Regulation 19: Fit and Proper Persons Employed (19 (1)(b))
<b>Links to other Hospice Policies</b>	Capability Policy and Procedure HR00028 Clinical Supervision Policy and Procedures CS001
<b>Links to external policies</b>	
<b>Summary</b>	Nottinghamshire Hospice expects a high standard of excellence and customer service from all staff. To help us attain and maintain this standard, we recognise that learning, training, and development are of the utmost importance.
<b>This policy replaces</b>	Performance Management Policy HR0006

VERSION CONTROL		
Status	Date	Review date
Original policy written by Angela Bloomfield, Head of HR	June 2015	
Policy ratified by Trustee Quality & Safety Group	June 2015	June 2017
Policy updated by Freeths Solicitors	Nov 2017	
Policy notified to and ratified by Donna Roberts, HR Manager	Nov 2017	Nov 2019
Policy updated by Donna Roberts, HR Manager	February 2019	
Policy notified to Corporate Management Team	February 2019	
Policy ratified by Board of Trustees	March 2019	March 2022
Updated control sheet and published on Policy Doc App	March 2019	
Logo updated and uploaded to website	March 2021	
Policy updated by Donna Roberts, Head of HR	December 2021	
Policy notified to Senior Management Team	December 2021	
Policy updated and ratified by Board of Trustees	February 2022	

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## 1. Training

Nottinghamshire Hospice expects a high standard of excellence and customer service from all staff. To help us attain and maintain this standard, we recognise that training is of the utmost importance.

An important feature of your employment with Nottinghamshire Hospice therefore is the training you receive on engagement and during the course of your career with us. Training is regarded as a continuous process designed to develop your career generally as well as helping you to acquire specific skills as necessary.

We are committed to the training and development of each member of staff to enable you to perform your job to the standards we require and allow you to progress. You are encouraged to develop your career with us and to apply for promotion when relevant career opportunities arise.

Training takes many forms and can range from brief one to one meetings, to residential off-site training courses, to shadowing in a different team or role, or on-line learning and the suite of mandatory courses delivered via the Blue Stream Academy on-line training platform.

It is essential that you attend / complete all mandatory training relevant to your role. Any unreasonable non-attendance / non-completion may be subject to disciplinary action.

You are encouraged to identify your own training needs and to discuss them openly with your Line Manager at any time. You can also use the annual appraisal process and individual management supervision process to record and plan your future needs.

## 2. Hospice Values

### Care

Providing the right care, at the right time, in the right place by the right person

### Acceptance

Accepted in all our diverse communities by growing trust and understanding

### Resilience

Building resilience in our patients, carers, families, staff and volunteers to cope and thrive

### Empathy

Understanding that loss, grief and bereavement is unique to you and respecting your needs

At Nottinghamshire Hospice, our values are at the heart of our organisation and we expect all staff to act in accordance with **CARE** - to choose appropriate actions and behaviours when carrying out your role. To support you, the Hospice Values form part of your Annual Appraisal process and your manager will support you to understand **CARE** and record examples of how you support the Hospice values. You will receive additional training and development where it is considered appropriate to embed our Hospice Values.

### 3. Financial Sponsorship Agreement

Nottinghamshire Hospice may provide financial sponsorship for staff who embark on a period of learning that directly supports and enhances their career within the organisation. This learning must also provide a staff member with an opportunity to obtain a recognised qualification at the end of their learning.

In such cases the staff member must sign a Financial Sponsorship Agreement with the Chief Executive Officer or Head of Human Resources. This Agreement will highlight that, should employment with Nottinghamshire Hospice cease or be terminated, for whatever reason (excluding redundancy and terminal illness), the staff member will reimburse Nottinghamshire Hospice for the actual course costs as set out below, unless alternative agreement is made in writing, at the time:-

	Up to 12 months from the course start date	12-24 months from the course start date
Up to £5,000	100%	50%

### 4. Training Records

All training records will be held centrally in Blue Stream Academy which is the Hospice's on-line training and development platform. Each member of staff will receive individual log-on details to access the platform. All training, whether provided as a Blue Stream module, face-to-face training in the Hospice or training completed with an alternative provider / employer can be uploaded to the Blue Stream platform to create a full record of learning and development.

### 5. Qualifications and Professional Registration

It is essential that staff provide proof of professional qualifications and registration with any professional bodies.

Where appropriate, all clinical staff should maintain their registration with the appropriate professional body i.e. NMC, GMC. They must ensure that they adhere to any Codes of Conduct and provide Human Resources with a copy of their renewed registration document on an annual basis or when requested by Nottinghamshire Hospice.

### 6. Probationary Reviews

In most cases, the first six months from the start of your employment will be on a probationary basis. During this period, you will have regular review meetings with your line manager to ensure that you are receiving the appropriate developmental support and to provide you with

feedback on your progress. There will be a 6-month probationary review meeting at the end of your probationary period to either confirm your satisfactory progress or discuss next steps if the necessary standards of role performance have not been met.

## **7. Annual Appraisal**

You will be invited to attend an annual appraisal with your Line Manager. This will provide you with the opportunity to discuss your achievements and progress against objectives set over the previous 12 months. The appraisal will also give you the time to agree your objectives for the following 12 months. You will also meet with your Line Manager for a 6-month review meeting to check progress against your objectives and more frequent meetings can also be requested.

The annual appraisal form also allows you to record your learning, training and development needs for the year ahead. Some of your needs will fall into our suite of mandatory training but where you have specific needs, your line manager will discuss these with you and agree a plan whereby these can be met. It is helpful to plan for your appraisal meeting ahead of time by completing the 'Employee Appraisal Preparation Form' available from your Line Manager or HR. This will enable your time together to be as productive as possible.

You should retain a copy of your completed annual appraisal form and a copy will also be retained by your Line Manager and within your Human Resources file.

Good communications between staff at all levels is vital to our success so that information and ideas can be freely exchanged. If you have a suggestion about your working environment that would be helpful, you are encouraged to speak with your Line Manager and make your views known.

## **8. Individual Management Supervision**

Individual management supervision is an important on-going support mechanism between staff and their line manager. These sessions occur on a 6-8 weekly basis and provide you and your manager the opportunity to discuss; what you have achieved, how this has benefited the Hospice, your development, workload and wellbeing, any concerns that you or your manager may have and any agreed next steps. It also provides you with the chance to highlight any learning, training or development needs that have not already been covered in your Annual Appraisal documentation. All line managers have the responsibility to ensure that regular individual management supervision takes place, and all staff should ensure that they fully participate to gain the most benefit from this important developmental process. It is hoped and anticipated that these sessions will be viewed as supportive and a mechanism for personal reflection.

Your discussion is captured in the Hospice's Supervision form, a copy of which is retained by you and your line manager. The form is available from your line manager or Human Resources.

In addition to individual management supervision, all clinical staff undertake clinical supervision in line with hospice policy. To obtain further information, please read the following policy available on the Hospice website: Clinical Supervision Policy and Procedure CS001.