LEARNING AND DEVELOPMENT POLICY

PRN-82: Learning and Development Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
Date of Review: (August 2026)

---

1. Purpose

The purpose of this policy is to ensure that all employees and volunteers have the knowledge, skills, competence, and confidence required to provide safe, effective, compassionate, and person-centred companionship and wellbeing support to older people and adults with disabilities.

The organisation recognises that learning and development are essential to maintaining high-quality services, safeguarding service users, meeting legal obligations, and supporting personal and professional growth.

---

2. Scope

This policy applies to:

- All employees
- Volunteers
- Trustees involved in service delivery
- Students and placements
- Agency workers where appropriate
- Managers and supervisors

---

3. Policy Statement

The organisation is committed to creating a learning culture that promotes continuous improvement, professional development, and excellence in service delivery.

We will:

- Provide appropriate induction training.
- Ensure mandatory training is completed.
- Support continuous professional development.
- Promote reflective practice.
- Encourage lifelong learning.
- Maintain accurate training records.
- Identify and address learning needs.
- Evaluate the effectiveness of training activities.

Learning and development opportunities will be provided fairly and equitably to all members of the workforce.

---

4. Principles

The organisation believes that effective learning and development should:

Be Person-Centred

Training should improve outcomes for service users.

Be Relevant

Learning activities should reflect the responsibilities of each role.

Be Accessible

Staff and volunteers should have equal access to development opportunities.

Be Continuous

Learning should be viewed as an ongoing process rather than a single event.

Promote Good Practice

Training should support safe, ethical, and effective service delivery.

---

5. Learning and Development Objectives

The organisation aims to:

- Maintain a competent workforce.
- Improve quality of service delivery.

- Support employee wellbeing and confidence.
- Enhance communication and relationship skills.
- Promote safeguarding awareness.
- Reduce risk and incidents.
- Strengthen leadership capability.
- Improve organisational effectiveness.

---

6. Induction Training

All new employees and volunteers will receive an induction programme appropriate to their role.

Induction will normally include:

Introduction to the Organisation

- Vision and values
- Mission and objectives
- Policies and procedures
- Roles and responsibilities

Mandatory Training

- Adult safeguarding
- Health and safety
- Infection prevention and control
- Equality, diversity and inclusion
- Data protection and GDPR
- Confidentiality
- Incident reporting
- Risk assessment

Service-Specific Training

- Companionship support
- Professional boundaries

- Communication skills
- Emotional intelligence
- Mental capacity awareness
- Supporting older adults
- Supporting adults with disabilities

Completion of induction will be documented.

---

7. Mandatory Training

The organisation will identify mandatory training requirements for all roles.

Mandatory training may include:

Adult Safeguarding

Understanding:

- Abuse
- Neglect
- Reporting procedures
- Safeguarding responsibilities

Health and Safety

Including:

- Workplace safety
- Accident prevention
- Emergency procedures

Equality, Diversity and Inclusion

Including:

- Protected characteristics
- Inclusive practice
- Respectful behaviour

Data Protection and GDPR

Including:

- Confidentiality
- Information security
- Data handling procedures

Mental Capacity Awareness

Including:

- Principles of the Mental Capacity Act
- Consent
- Best-interest decisions

Risk Assessment

Including:

- Identifying hazards
- Managing risks
- Recording concerns

Training may be refreshed periodically as determined by organisational requirements.

---

8. Continuous Professional Development (CPD)

The organisation encourages all staff and volunteers to engage in continuous professional development.

Examples include:

- Workshops
- Courses
- Conferences
- Online learning
- Professional reading
- Peer learning
- Mentoring
- Coaching
- Reflective practice

Employees are encouraged to take responsibility for their own development.

---

9. Role-Specific Training

Additional training may be required based on responsibilities.

Examples include:

Managers

- Leadership
- Supervision skills
- Performance management
- Recruitment and selection
- Investigation processes

Volunteers

- Boundaries and expectations
- Safeguarding
- Community engagement

Wellbeing Support Workers

- Communication skills
- Dementia awareness
- Loneliness and social isolation
- Emotional support techniques
- Community inclusion

---

10. Professional Boundaries Training

All staff and volunteers will receive training on maintaining appropriate professional boundaries.

This includes:

- Respecting personal space
- Avoiding dependency relationships

- Managing gifts and hospitality
- Social media conduct
- Confidentiality obligations

---

11. Reflective Practice

Reflective practice forms part of continuous learning.

Employees will be encouraged to:

- Reflect on experiences
- Consider areas for improvement
- Share learning with colleagues
- Identify future development needs

Reflection may occur through:

- Supervision
- Team meetings
- Appraisals
- Debrief sessions

---

12. Learning Needs Analysis

Managers will assess learning and development needs through:

- Supervision discussions
- Appraisals
- Observation
- Quality assurance activities
- Feedback from service users
- Incident investigations

Learning plans may be developed where appropriate.

---

13. Supervision and Learning

Supervision sessions provide opportunities to:

- Discuss performance
- Identify training needs
- Review development goals
- Support wellbeing
- Share learning

Learning needs identified during supervision should be documented and acted upon.

---

14. Appraisal and Development Planning

Annual appraisals will include:

- Review of achievements
- Assessment of competencies
- Learning needs analysis
- Career aspirations
- Future development objectives

Development plans should be reviewed regularly.

---

15. Recording Training

The organisation will maintain training records for:

- Employees
- Volunteers
- Managers

Records may include:

- Course titles
- Dates completed
- Certificates achieved
- Renewal dates
- Outstanding requirements

Training records will be stored securely.

---

16. Evaluation of Training

The organisation will evaluate training effectiveness by monitoring:

- Staff feedback
- Competency assessments
- Service user feedback
- Incident trends
- Supervision outcomes
- Quality assurance findings

Where gaps are identified, additional learning interventions may be implemented.

---

17. Equality of Access

Learning opportunities will be provided fairly.

The organisation will seek to ensure that development opportunities are accessible regardless of:

- Age
- Disability
- Gender
- Race
- Religion or belief
- Sexual orientation
- Employment status

Reasonable adjustments will be made where required.

---

18. Responsibilities

Directors

Responsible for:

- Promoting a learning culture
- Ensuring adequate resources are available

Managers

Responsible for:

- Identifying training needs
- Supporting staff development
- Maintaining training records
- Monitoring compliance

Employees and Volunteers

Responsible for:

- Participating in required training
- Applying learning to practice
- Maintaining professional competence
- Identifying personal development needs

---

19. Monitoring and Compliance

The organisation will monitor:

- Training completion rates
- Mandatory training compliance
- Appraisal completion
- Competency levels
- Learning outcomes

Reports may be reviewed by senior management to ensure workforce competence.

---

20. Review Arrangements

This policy will be reviewed:

- Annually
- Following significant incidents

- Following legislative changes
- Following organisational reviews

Related Policies

- Recruitment and Selection Policy
- Supervision and Appraisal Policy
- Adult Safeguarding Policy
- Mental Capacity Act Policy
- Health and Safety Policy
- Equality, Diversity and Inclusion Policy
- Employee Wellbeing Policy

Legislative and Best Practice Framework

- Health and Safety at Work etc. Act 1974
- Equality Act 2010
- Care Act 2014
- Mental Capacity Act 2005
- Data Protection Act 2018
- UK GDPR
- Human Rights Act 1998