

## Training Policy

### Induction and Initial Training

Our two-week induction and training programme covers all aspects of job-specific, health and safety, quality management and environmental information. If awarded this contract, all staff would be trained on the contract specification, as well as receiving refresher training on the University of Wolverhampton's fire safety systems. Some of the methods by which this training is delivered are as follows:

- **Practical demonstrations** — the training manager demonstrates safe use of equipment and standard maintenance works.
- **Presentations** — presentations are given during induction, containing health and safety, environmental and job-specific information. A group discussion will then follow, allowing operatives to clarify anything they do not understand.
- **Shadowing/observation** — during their induction, engineers are required to observe the senior maintenance engineer carrying out repair/maintenance works, and the engineers manager then supervises them completing these tasks independently.
- **Staff handbook** — the information provided on the processes used is recorded via our staff handbook, of which all operatives have a copy.

Training is conducted by our in-house training manager, Ben Gannon. He keeps a training matrix which records the dates that each training session was delivered. By keeping meticulous training records, we are able to identify skills or training gaps, and the need for refresher training, which is allocated every six months. Our training matrix also allows us to identify in advance when qualifications need to be refreshed to ensure they are entirely up to date.

All operatives have already received training on the University of Wolverhampton's fire safety systems. However, if any new systems were to be put in place, our engineers would receive external training from the supplier/maker on all new systems, equipment or products they are required to work with. This is then reinforced by in-house training sessions delivered by the training manager.

### Management Training

Our management/supervisory team, including project managers, have received the same training and qualifications as our operatives, as the majority have progressed through the organisation in line with our commitment to supporting personal development. However, training on management-specific information is also provided, including:

- Project management and flowline and process analysis
- Completing quality audits and inspections



- Communication with employees, including how to brief staff on job specifications
- Recording mistakes and compiling improvement plans
- Completing RAMS
- Allocating resources.

This demonstrates their capabilities to provide staff with continuous training, supervision and support throughout their term of employment.

### Continuous Development

Our organisation is committed to supporting staff to fulfil their personal development needs, and to progress through our organisation in line with their individual goals. This includes providing management and supervisory training to support existing operatives to advance into managerial roles, as it is important to reward employee commitment and utilise our existing assets in-house.

All members of staff receive an annual appraisal in the form of a meeting with the managing director, in which a range of training needs is discussed. These appraisals identify any needs for new skills, and opportunities for improvement as well as giving staff the opportunity to highlight any issues they may have with their role.

Signature:  .....

Position: Director

Date: 30/04/2020

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