

TRAINING AND DEVELOPMENT POLICY & PROCEDURE

1 Introduction

Eastwood Park Ltd is committed to creating an environment where employees are able to replenish their knowledge and acquire new skills to benefit both the Company and themselves in relation to personal development.

The primary purpose of this policy and procedure is to ensure that all our employees have the necessary knowledge, skills and qualifications to deliver business objectives and outstanding service to our clients, delegates and visitors. It is also in place to ensure that there is a fair, effective and consistent approach to how we address these matters across the organisation.

This policy and procedure applies to all permanent employees of Eastwood Park Ltd; it is not part of your terms and conditions of employment and can be varied at any time. Employees with temporary contracts may attend training at their manager's discretion. This policy doesn't cover contractors or consultants.

2 Definitions

Training	the 'input' process to facilitate learning the knowledge, understanding skills and/or attitudes you need to do a particular job or activity
Development	the process in which someone or something grows or changes and becomes more advanced
Learning	the 'outcome' of acquiring knowledge, understanding, skills and/or attitudes as a result of training, study, coaching, mentoring and/or experience
Coaching	the job or activity of providing training (normally 1:1) for people or helping them to prepare for something
Mentoring	the activity of supporting and advising someone with less experience to help them develop in their work

3 Policy

At Eastwood Park Ltd, you are positively encouraged to actively continue learning at all stages of your career.

Opportunities for training and development can be sought from normal work activity through on the job training, job shadowing, coaching and mentoring, completion of online learning or attendance at formal individual or corporate courses within or away from the workplace.

3.1 Roles and responsibilities

Eastwood Park Ltd recognises that every part of the organisation has a part to play in ensuring the effectiveness of its approach to training and development. The main roles and responsibilities are set out here:

The Eastwood Park Ltd Strategic Management Team (SMT) has overall accountability for the effectiveness of this policy. The SMT commits to regularly reviewing progress in relation to training and development.

HR will support employees and line managers in assessing training needs, assist with training and development activities and strategies and promote corporate training programs (including use of the iHasco elearning platform) and employee development plans.

Every line manager has a key part to play in contributing to the working of this policy. Responsibilities include:

- Assessing the performance of employees through our Performance and Development Review process and providing regular feedback
- Supporting employees with training and development opportunities – pre, during and post
- Providing one to one instruction and coaching
- Providing group learning opportunities e.g. through team meetings
- Encouraging employees to identify and make use of informal learning opportunities
- Encouraging employees to reflect on their learning, share this with colleagues and apply their learning.

Every employee has a responsibility to proactively manage their own continuous learning. You are encouraged to identify your own training needs and discuss these with your line manager, learn through a wide range of formal and informal methods and apply it to your work. You will be encouraged to reflect on your learning and share your learning with colleagues (eg. through team meetings, contributing to project teams, acting as a subject matter expert).

3.2 Professional training and membership

Eastwood Park Ltd supports employees obtaining membership of and professional accreditation from relevant professional institutions and recognised training bodies, where this is consistent with job requirements and the goals of the business. Support may include reimbursement of fees for study and examinations, study leave, use of company facilities for study, attendance at conferences, etc.

You are also encouraged to be an active member of any professional bodies to which you belong in terms of ongoing development, networking, attendance at relevant events, and professional leadership.

Professional membership fees are normally tax-deductible and are not normally reimbursed. However, at their discretion, managers will reimburse membership fees for the period it takes a new starter or career changer to attain full membership status. If you fail to keep up steady progress towards full membership, we reserve the right to review and reduce or cease the payment of membership fees.

Proposals to undertake professional training and/or further education programmes may be initiated by you or your line manager. Applications will need to be approved by a Director after consideration of all the relevant factors.

For programmes leading to appropriate membership and/or accreditation, Directors may at their discretion pay 50% of the course fees (entrance, tuition, examinations, final assessment) at the commencement of the course and 50% upon successful completion. We will not normally pay for exemption fees, travelling expenses, subsistence, textbooks, stationery or study materials. There is also no allowance for textbooks but we may consider purchasing textbooks for individuals and then making them available as a shared resource afterwards.

Directors may at their discretion grant paid leave of absence for attending an approved course of study, including examinations, up to a maximum of 52 working days in a year, usually one day per week. If more than 52 days is granted, the balance will be unpaid.

Paid leave will not be granted to re-sit a failed examination or undertake revision where time off and payment have already been made. We will normally pay fees for one course of study and one examination per stage, and employees should finance themselves if they wish to continue the course or re-sit examinations.

Employees studying to obtain membership of a professional institution may be granted:

- Day release of up to 10 working days to attend a “crammer” course related to an approved correspondence course, for each examination stage
- Up to 5 working days’ study leave, provided it is matched by an equivalent amount of annual leave for employees taking day release courses or correspondence courses, for each examination stage
- Where you are attending an Open University course which is supported by us, paid leave may be granted at managerial discretion for attendance at one week’s Summer School, provided the employee has applied for and been refused a local authority grant.

Original receipts must support all claims for costs associated with training.

3.3 Study Sponsorship

Because of the high costs involved in providing some training, we may at our discretion put in place a study sponsorship agreement with you, providing for repayment of fees in full or part by you should you leave within a stipulated period of completing the programme and obtaining accreditation.

3.4 Performance and Development Reviews

The Performance and Development Review process is in place to manage and improve performance through proactive management of objectives as well as the identification of individual development needs. A Personal Development Plan may be agreed between the employee and line manager, which can be regularly reviewed and evaluated.

3.5 Continuous Professional Development (CPD)

In recognition of the need to deliver outstanding service across all areas of our business and our commitment to continuous improvement, many employees will be required to engage in CPD, proactively managing their own CPD and maintaining a CPD record. The precise components of that CPD will vary depending upon where an individual is in relation to their career and service with Eastwood Park Ltd, so that newer employees and those in the early stages of their professional development may have a larger component of formal development in the CPD mix, compared to others.

CPD may also be a requirement of professional bodies of which you may be a member and Eastwood Park Ltd fully support the need for you to undertake such activities as necessary to fulfil the requirements of your membership.

4 Procedure

This procedure should be followed to submit a request for external training funded by Eastwood Park Ltd:

1. You or your line manager identifies the need for training, discuss potential training programs or methods and come up with suggestions.
2. Your line manager contacts HR with the proposal.
3. HR researches the proposal, with attention to budget and training content.
4. A Director approves the proposal, a study sponsorship agreement is put in place and HR then makes arrangements for your place to be booked. You are responsible for arranging any transport, accommodation etc. or;
5. A Director rejects the proposal and you are provided you with the reasons in writing.
6. In cases where we don't pay for the training directly, you will have to pay and seek reimbursement in accordance with the Expenses policy and procedure.
7. If you decide to withdraw from or reschedule a booked training course, you should inform HR immediately. You may be responsible for the payment of any cancellation or other fees.
8. In cases where training ends with examination, you are obliged to submit the results.

5 Document management

5.1 Version control

Version:	2.1
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Approved by:	Strategic Management Team
Confidentiality level:	Internal

5.2 History

Date	Version	Author	Comment/change/approval
21/05/2019	1.0	Carly Jones	Initial draft
15/08/2019	1.1	Carly Jones	Senior Management Team approval
05/01/2022	2.0	Carly Bennett	Review by Head of HR and Strategic Management Team approval
17/01/2022	2.1	Carly Bennett	Change of renewal period from two years to one year

5.3 Review

This policy will be reviewed every year by the Head of HR.

Date set for review: January 2023