

Professional Training Solutions Professional Development Policy

Introduction

The most significant resource in ensuring success for our Learners is the staff team. Professional development encompasses all the activities that staff undertake to raise their performance. This includes external courses, internal courses, opportunities for development work and new responsibilities.

Professional Training Solutions aspires to be at the forefront of new developments in our sector, embracing government reforms in the adult education sector, embedding technological advancements in delivery of our programmes, delivery of new qualifications that are being demanded by our employers, learners and stakeholders, as well as innovative blended learning delivery solutions, and the only way we can achieve our Vision is by ensuring we have the right staff that have the knowledge, sector expertise and experience, skills, behaviours and are able to perform to the high standards that we expect.

Staff will be required to participate in a system of formal transfer of learning to allow the transfer of personal knowledge to others, to feed current knowledge and understanding into existing and future projects, share best practice and feedback to others following any training and development that is undertaken.

Vision

Professional Training Solutions is working towards becoming one of the largest private and independent training providers in Surrey. Offering training that is in demand by employers and helps build confidence and quality of service for clients and learners. We want to be the provider of choice and centre of excellence for the delivery of childcare, health and social care, business and adult education qualifications.

We want to have a sustained market presence in London and the home counties within current and growing sectors.

PTS wants to be at the forefront of new developments embracing technology, changes, new qualifications, and delivery models.

PTS will be a sustainable business which maintains a reputation for quality and continues to grow.

It is our vision to have a highly trained and experienced workforce who are experts in their sector and can support, challenge, and stretch the knowledge, skills and behaviours of our learners and employers at every step of the learning journey.

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Rationale

To be at the leading edge of training and development, as well as to retain and progress our staff within the business, we offer all staff (both employed, freelancers/associates and our subcontractors) training and development opportunities as part of our obligation to encourage career development.

It is PTS's responsibility to:

1. Ensure staff are trained to levels appropriate to their job roles in order to meet our statutory obligations. Therefore, participation in certain staff development activities will be mandatory for all staff to undertake at various intervals depending on their role.
2. Ensure all staff are supported and encouraged to acquire and develop the relevant knowledge, skills and competencies to enhance their performance in their current role. Where they are involved in succession planning, skills will be developed for their next role.
3. Provide managers with the skills, knowledge and competencies they need to work in partnership with their staff to support their CPD and promote lifelong learning.
4. Ensure development is viewed and utilised as a toolkit to help support and motivate staff in performance capability situations, and improve strategies to identify excellence in learning, teaching and assessment.
5. Ensure that the Self-Assessment Report (SAR) and Quality Improvement Plan process analyses strengths and areas for improvement in relation to meeting the needs of current learners and the pattern of future learners and identifies CPD gaps/needs.

Professional Training Solutions Professional Development Programme:

1. Our programme will be developed and administered by HR and the Quality Manager and overseen by the Managing Director.
2. The programme will extend to all staff at Professional Training Solutions, including freelancers and associates and also for our subcontractors and partners.
3. Professional Development at Professional Training is broken down into six aspects:
 - a. Induction into Professional Training Solutions.
 - b. Training for the job.
 - c. Internal Professional Development Sessions.
 - d. Improvement of Teaching and Training knowledge, skills and performance, including Peer Mentoring.
 - e. Continued vocational training and experience in the relevant sector.
 - f. Professional development for career progression.
 - g. Staff Meetings and Company Training Days.
4. Professional Development needs will be identified through clearly definable outcomes through targets arising from:
 - a. Observations of Teaching, Learning and Assessment
 - b. The Quality Improvement Plan
 - c. Personal Development Plan as part of our Performance Management Process.
 - d. Feedback from Learners and Employers.
 - e. The individual member of staff identifying a training need
5. Where possible professional development activities will be accredited.
6. The negotiated delegation of responsibilities represents an important opportunity for the professional development of staff.
7. Where appropriate professional development will be delivered internally and draw upon the expertise of the staff team.

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8. Further education and higher education courses will be eligible for financial support for all staff and will be approved at Board level.
9. For external/accredited courses which have been a cost to PTS, all Staff/Freelancers/Associates are required to sign a Training Agreement that sets out the terms and conditions for paying for training, which stipulates on a sliding scale the cost of the training that will be required to be paid back in the event of the employee/freelancer/associate leaving within a certain period of time.
10. If a member of staff intends to leave, his/her resignation will render any professional development assigned to that individual to be cancelled or delegated to another member of staff. This is to ensure that the benefits gained from such training are embedded within the relevant areas of the company.
11. Professional Training Solutions wishes to support all staff including Freelancers/Associates. Freelance/Associate staff can apply for financial support for further education and higher education courses, and on a case-by-case basis the Board will approve a contribution of up to 50% of the fees dependent on the impact it will have on their delivery and the caseloads that they have.

Professional Development – Staff Responsibilities:

1. It is the responsibility of all staff (with the support of their line manager/ Lead IQA) to plan and manage their own career development using the PTS CPD record provided to them.
2. For all staff, the Performance Management process provides staff with an opportunity to discuss their career development and identify areas that they wish to be professionally developed in. This will be documented and reviewed during 1-1's.
3. Every individual member of delivery staff is responsible for maintaining a record of the Professional Development (PD) that they have undertaken and ensure this is sent to their Lead IQA, Quality Manager and Programme Manager monthly, to be audited and used in the performance management process. Any supporting certificates and evidence are to be scanned and sent with the CPD record. (See here for detailed process - [SOP - CPD Process and Requirements.docx \(sharepoint.com\)](#))
4. Annually staff agree their KPIs and Targets and will identify what training and support they will require to achieve their targets. They will agree their Professional Development Plan with their line manager, and this will be reviewed at monthly 1:1s and Quarterly Reviews.
5. Once an appropriate PD activity has been identified, staff must complete a Training Request form, which must be signed and agreed by their Line Manager
6. Having undertaken the PD activity a 'Professional Development Evaluation' form should be completed and returned through their line manager to HR and the Quality Manager.
7. Staff must identify how effective they believe the PD activity was in enabling them to achieve the Improvement Target.
8. When attending an external PD course staff are expected to keep any expenses relating to the course to a minimum and to complete an expenses claim form and return it with their monthly expenses claim to their Line Manager. Staff may only travel 2nd class.
9. Undertake all mandatory training requested by PTS and complete within the specified timeframes.

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Professional Development – Line Manager Responsibilities:

1. Assist staff in identifying their PD needs in relation to their jobs.
2. Ensure that PD needs arising out of Improvement Targets are identified in the Improvement Plan.
3. Monitor that aspect of the Improvement Plan that relates to their specific responsibilities.
4. Evaluate the effectiveness of PD in supporting Improvement Targets.
5. Support the Senior Team and HR in organising PD activities relating to their area of responsibility

Professional Development – Lead IQA Responsibilities:

1. Assist delivery staff in identifying their PD needs in relation to their jobs.
2. Ensure that PD needs arising out of Observation, audit or sample are identified in a Quality Development Plan and shared with the line manager for monitoring and review.
3. Work with the delivery staff members line manager plan how the PD needs relating to Quality will be addressed, monitored and reviewed.
4. Audit the CV's, Certificates and CPD records of delivery staff to ensure competence is maintained in relation to the qualifications and standards being delivered.
5. Support the delivery staff in understanding their CPD requirements
6. Support the Senior Team and HR in organising PD activities, including standardisation relating to their area of responsibility

Professional Development – Quality Manager Responsibilities:

1. Develop and administer, in partnership with HR, a robust and enriching Professional Development Process
2. Ensuring that PD needs are identified alongside Improvement Targets in the Quality Improvement Plan (QIP).
3. Work with The Managing Director and Head of Delivery to prioritise PD needs to ensure that the PD budget is applied to the greatest effect.
4. Prioritise development of unqualified staff to ensure minimum qualification requirements are met in a timely manner upon starting a role.
5. Communicate the details of the PD Plan to the Managing Director and Head of Delivery for approval.
6. Work with HR, Managing Director and Head of Delivery to organise all PD undertaken during Internal Development Days.
7. Assist staff in identifying the most efficient and cost-effective method of achieving PD.
8. Communicate the PD plan with all staff and providing training on the standard required and implementing the company Vision.
9. Collate CPD records of activity each month, along with feedback from Lead IQA's relating to the quality of the records, and competence to carryout job role. Sending these records to HR for upload on to staff HR portal.
10. Provide data and information to Managing Director and Head of Delivery relating to the company PD Plan and its effectiveness.
11. Ensure the PD plan is fully implemented within the limits of the PD budget.

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12. Work with the Head of Delivery to respond to the PD needs identified in the Quality Improvement Plan and Performance Management in the production of a draft PD plan to enable the Board to allocate the PD budget effectively and efficiently.
13. Analyse the effectiveness of the PD plan in relation to the company QIP actions and our success in achieving these. Use this analysis as data to inform the company SAR each year and build future QIPs.

Professional Development – Head of Delivery Responsibilities:

1. Overall responsibility for the allocation of the PD budget to PD activities.
2. Work with the Quality Manager to develop and monitor an overall Business Professional Development Plan,
3. Prioritise PD needs to ensure that the limited PD budget is applied to the greatest effect.
4. Create an appropriate balance between the desire for individual staff members to maximise their potential and for the business to obtain a return on its investment.
5. Efficient and effective application of the PD budget to the training needs of all staff.
6. Oversee the organisation of all PD undertaken during internal Development Days.
7. Oversee the assisting of staff in identifying the most efficient and cost-effective method of achieving PD.
8. Maintain a database of PD providers including details of the quality of provision through the evaluations of staff who have previously attended courses.
9. The production of an Annual Report and presentation to the Board on the PD Plan and all PD undertaken in the centre.
10. Ensure the PD plan is fully implemented within the limits of the PD budget.
11. In partnership with HR and Quality Manager, respond to the PD needs identified in the Quality Improvement Plan and Performance Management in the production of a draft PD plan to enable the Board to allocate the PD budget effectively and efficiently.

Mandatory Training:

Upon employment, all staff are required to complete within their probation period the following:

- Safeguarding including Sexual Consent
- Equality and Diversity.
- Prevent and Extremism and Radicalisation awareness
- Health and Safety.
- Emergency First Aid at Work.(only for office based staff)

In addition, all tutors and assessors, within their probation period must also complete (if they have not already achieved):

- Level 3 Award in Education & Training (AET).
- Level 3 Certificate in Assessing Vocational Achievement (CAVA).

And all staff involved in the Delivery, Management and Administration of PTS's IAG service and those with a front facing role dealing with learners, Employers and Stakeholders must complete the following within 12 months of start (if they have not already achieved):

- Level 2 Certificate in Understanding Mental Health First Aid and Mental Health Advocacy in the Workplace.
- Level 2 Certificate in Information, Advice and Guidance.

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This list may be added to and will be dependent on both job role and qualifications all new recruits already have.

Providing Financial Assistance:

Professional Training Solutions may provide financial assistance to those undertaking formal qualifications that are not directly related to their job but will benefit the business. This will be agreed by Directors on a case-by-case basis. The decision communicated on funding these programmes will be final and a suggestion for alternative methods of completing these needs may be given.

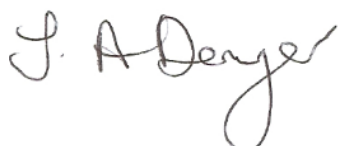
Measuring the Impact of Staff Development and Targets:

We will measure the impact Professional Development has on both our staff and our training through:

1. Observations of Teaching & Learning – **target:** 95% of tutors/coaches to achieve good or outstanding within 12 months.
2. Learner and Employer Staff Satisfaction statistics – **target** of 95% Good or Excellent.
3. Learner success and retention – **target:** 85% success, and 80% timely.
4. Training Evaluation summary – **target:** 90% of all training to have impacted on performance.
5. KPI/Target improvement – **target:** 80% of all KPIs achieved.
6. Staff retention – **target:** reduction in staff turnover. 80% retention within a 12 month period.
7. Staff Satisfaction Survey – **target:** 90% increased staff satisfaction. 95% of staff rating PTS Good or Excellent

Signed: -

Date: 23rd May 2023



Managing Director

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