

Training Policy

1.0 Introduction

This Training Policy establishes a process for the identification and provision of training requirements within Goldcrest Cleaning Limited. and ensures that all staff have the necessary competency, knowledge and experience to support and meet the needs of the client and the business.

2.0 Responsibility

It is the responsibility of the Managing Director to ensure that all staff understand and comply with this policy.

It is the responsibility of the Managing Director to ensure that this policy is maintained with up to date Practices.

It is the responsibility of each member of staff to ensure that they are both familiar with this policy and that they are working to the current issue of the documentation.

It is the responsibility of the Managing Director, Senior Area Manager and Area Managers to;

- Identify training needs for staff.
- Identify activities that require staff to be qualified by training or experience.
- Determine the necessary competency levels for all staff.

3.0 Scope

This policy covers the identification of training needs and training of all staff within Goldcrest Cleaning Limited.

4.0 Method

This policy shall apply to all types of training, for all levels of staff within Goldcrest Cleaning Limited.

It is designed to ensure that Goldcrest Cleaning Limited present and future resource needs are answered in a manner that facilitates improved organisational performance.

Training will be carried out upon identification of new techniques, skill requirements or implementation of new procedures. This enables employees to carry out their tasks so that service delivery continues to be delivered and supplied in line with the standards laid down by the company.

It is the Senior Area Manager's responsibility to ensure that competency and tasks are adequately matched, a competency/site training record and employee induction and training certificate shall be maintained.

The ongoing competence and performance of employees will be assessed on a continuous basis, especially when considering instances of non-conformance, customer complaints and corrective action.

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The senior management review and quality audit procedure, includes routine monitoring to ensure all staff impacting upon service delivery understand the procedures and have the necessary competency to perform their tasks satisfactorily.

Training and time is made available to provide senior management with the tools and techniques needed for a full understanding and participation, in the operation and evaluation of the quality system.

5.0 Staff

All staff are thoroughly trained in the methods and competency required to perform their tasks i.e.:

- Chemical Competency (COSHH)
- Equipment Safe Use and Care
- Storage of Equipment and Materials
- Reading and understanding the documentation provided. (COSHH, Company Policies, Job Specifications etc.)
- The relationship of their duties to quality, safety and the environment in the workplace.
- Understanding and applying the processes and methodologies.

The policy details how, and ensures that, the above guidelines are effectively implemented and maintained. Copies of training course certificates shall be filed in the employee's personnel file.

6.0 Qualification

The policy ensures that personnel performing specific assigned tasks are qualified based on appropriate education, training, competency levels and/or experience, as required. Consideration is given to both experience and demonstrated competency.

For each company employee, competency lists, specific tasks and verification of the individual's qualifications to perform the assigned activities.

7.0 Administration of Career History and Training Records

The Senior Area Manager and Area Managers detail all training activities for each member of Goldcrest Cleaning Limited staff and will submit all training record/site training record/employee induction/training certificates to Head Office to retain a full career history.

Career history and training records will be maintained for the duration of the individual's employment with the company.

8.0 Induction

Induction training is provided for all new employees to Goldcrest Cleaning Limited and recorded on the individual's career history and training record.

9.0 Identification of Training Needs

The Senior Area Manager and Area Managers, at the initial appointment stage, will identify the requirements for the training of Goldcrest Cleaning Limited personnel to the procedures in respect of each member of staff.

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Identification of an individual's training needs will be determined jointly by the line manager and the member of staff concerned, against the competency and knowledge required to effectively perform the tasks involved in their post. This will occur at any time for all staff or will occur at least annually.

10. On the Job Training

On the job training may be given by experienced personnel designated by the Senior Area Manager. Training records will be created and maintained.

Mandatory training in specific categories for designated staff by approved trainers is provided as required i.e.

- Chemical Competency (COSHH)
- Equipment Safe Use and Care
- Storage of Equipment and Materials
- Reading and understanding the documentation provided. (COSHH, Company Policies, Job Specifications etc.)
- The relationship of their duties to quality, safety and the environment in the workplace.
- Understanding and applying the processes and methodologies.
- Fire Safety Procedures.
- Quality systems elements.

All training is recorded and records are maintained by the Office Manager / Senior Area Manager

11.0 Personnel Development

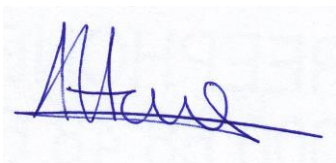
Goldcrest Cleaning Limited will consider sponsoring any employee to undertake further education or academic studies for professional qualifications where: -

- It will enhance their present job knowledge or competency.
- It will prepare and develop them for a future role within the company.

Records will be maintained by the Office Manager / Senior Area Manager.

12.0 Authorisation

The authority for this policy is vested in the Managing Director.



Alan Jones
Managing Director