

Mandatory Training Policy

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1. Introduction

At Croydon we believe that a skilled and committed workforce is crucial to our success in delivering services to our residents. To ensure that priority services are delivered effectively, sustainably and within our financial means; we need to equip our staff with the knowledge and skills they need to operate in a fast paced and evolving environment.

The council recognises that mandatory training is important in order to protect the health, safety and well-being of employees, residents and members of the public. This policy includes the following sections:

- Scope
- Policy purpose and aims
- Definitions
- Induction process
- Prioritising mandatory training
- Equality
- Roles and responsibilities
- Communication and implementation
- Monitoring and audit
- Croydon Safeguarding Children Partnership & Croydon Safeguarding Adults Board

2. Scope

This policy applies to everyone who is employed directly or works for or on behalf of the London Borough of Croydon. This includes all those employed directly on permanent, temporary or casual contracts and those employed directly including agency staff and consultants. The policy also applies to those who are external secondees and office holders where appropriate, e.g., Code of Conduct.

3. Policy purpose and aims

This policy documents:

- the type of training determined as mandatory
- who must attend the training, e.g., managers, staff or groups of staff
- the frequency of training needing to be completed or renewed

The policy sets out the responsibilities of employees, other workers and managers; including why mandatory training is required. It is a council priority for employees and other workers to be released to undertake mandatory training and the granting of any other training will be contingent on these employees and other workers having undertaken, or arranged to undertake, their required mandatory training for the current year.

4. Definitions

Mandatory training

Mandatory training is compulsory training that the council has determined as essential for the safe and efficient delivery of services. This type of training is designed to reduce organisational, financial, reputational or health and safety risks. This training may be required by law or where a statutory body has instructed the council to provide training on the basis of specific legislation. Additionally, this training will comply with local or national policies, government guidelines or as directed by the Corporate Management Team. See Appendix 1 for the list of mandatory training courses for all staff and managers. The list will be reviewed from time-to-time and may be updated to ensure relevance and currency. Role or profession specific mandatory training defined locally by professional bodies, services and managers is not covered by this policy.

Employee

For the purposes of this policy an employee is a member of the workforce that is employed by Croydon Council on a permanent or fixed term contract of employment basis.

Other workers

For the purposes of this policy other workers include:

- Those working for the council on a casual basis.
- Individuals supplied or assigned by an external agency to undertake work for the council.
- Individual external providers such as consultants and freelance workers.
- Individuals seconded from partner organisations who remain employees of that organisation.

5. Induction process

Effective induction is crucial to a new employee's successful assimilation into their role, their team and the organisation. It is also a major contributor in supporting new employees to successfully complete their probationary period. All new employees to the council are required to complete an induction process beginning on the first day of their employment. This induction includes a range of corporate requirements, locally managed arrangements and completing mandatory training, which can be accessed via the council's learning management system, Croydon Learning.

It is the responsibility of line managers to ensure that all new employees fully complete the induction process during the probationary period, including all appropriate mandatory training.

It is the responsibility of managers to ensure that other workers complete a local induction within the first five days of their engagement.

6. Prioritising mandatory training

The council recognises the need to prioritise learning, training and development to ensure that business needs are met and to protect the health, safety and well-being of employees, residents and members of the public. Learning, training and development should be prioritised as follows:

1. Mandatory training
2. Profession / job-specific development
3. Continuing professional development

7. Equality

The council acknowledges its statutory equality duty as a Public Sector employer under s149 of the Equality Act 2010. It aims to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The council is committed to equal access to learning, training and development for all employees, including treating everyone equally regardless of age, disability, race (including ethnic origin, colour, nationality and national origin), sexual orientation, sex, religion or belief (including philosophical belief) gender reassignment, marriage or civil partnership, pregnancy and maternity (the nine characteristics protected by the Equality Act 2010). All learning, training and development activities should be planned and monitored on the basis of equal access for all.

Managers must ensure the following guidelines are applied consistently:

- Appraisal objectives have been agreed and are being pursued.
- Learning and development needs are discussed as part of the appraisal reviews and all employees have an agreed learning and development plan or personal development plan (PDP).
- All employees are aware of, have completed or have planned to complete all mandatory training.

This is consistent with the council's **Equality Strategy for Croydon 2020–2024**.

8. Roles and responsibilities

Council responsibilities

- The Chief Executive, the Corporate Management Team (CMT) and the council's Learning and Development Board are responsible for and committed to ensuring that all employees, including other workers are appropriately trained to enable them to undertake their duties and to ensure their own health and well-being.
- The council has responsibility for ensuring that all requirements relating to mandatory training are in place and upheld by all employees and other workers.

They also need to ensure the quality, content and frequency of training being provided is suitable and that there is equitable access to training by all staff.

Responsibilities of employees and other workers

- All employees and other workers are responsible for ensuring they are competent for their role and have a full understanding of the regulations and requirements related to their duties and responsibilities to enable them to carry out their role.
- Some employees and other workers will have additional and specific professional, regulatory and continuing professional development requirements.
- It is a priority that all employees and other workers ensure that they complete the required corporate and role-specific mandatory training within the expected timescales. Regardless of an individual's role, mandatory training should be treated as a high priority in both their induction programme and annual appraisal conversations.
- All employees and other workers who have applied to undertake further training will need to demonstrate that they have undertaken or have arranged to undertake their mandatory training before their applications for further training will be considered.
- All employees and other workers, whether paid or unpaid, have a responsibility to complete their mandatory training as required and discuss it with their line manager. If any aspect of mandatory training is unclear, individuals must bring this to the immediate attention of their line manager.
- Every effort will be made to support employees and other workers to overcome potential barriers to training where there are specific needs, e.g., relating to a disability. All individuals should discuss specific options with their line manager.
- Failure to undertake mandatory training will be considered a performance matter and will be subject to the appropriate policies and procedures.
- All employees and other workers should participate as required in any audits that may be carried out to monitor mandatory training.

Responsibilities of managers

- Line managers must ensure compliance with the council's policies and procedures by enabling all employees and other workers within their team to receive the required mandatory training.
- Line managers are responsible for ensuring that their employees and other workers are up to date with all the relevant mandatory training. Every opportunity must be given to all individuals to complete mandatory training in work time.
- Line managers are also responsible for ensuring that the required mandatory training is completed during the induction and probation process. Progress can be reviewed at the 'First Probation Review' and 'Interim Review' as part of the probation assessment. This can continue during appraisals with both the manager and employee or other worker identifying any learning needs in the development plan.
- Line managers' failure to enable their employees and other workers to complete mandatory training will be considered a performance matter and will be subject to the appropriate policies and procedures.
- Line managers should ensure that all employees' and/or other workers mandatory training is recorded in their 'Record of Learning' on Croydon Learning.

Responsibilities of the Learning and Organisational Development team

The Learning and Organisational Development team (L&OD) will:

- Conduct organisation-wide learning and development needs analysis and develop overarching strategy as maybe required.
- Ensure appropriate learning activities are offered at the right time, right place to the right people.
- Ensure a value for money service and provide oversight.
- Work with subject matter experts and subject leads across the council to ensure that mandatory training content is regularly reviewed and is up to date.
- Provide quarterly mandatory training completion exception reports to CMT and the Learning and Development Board.

9. Communication and implementation

This policy will be published on the council's intranet where all employees and other workers will have access to it. Managers will be advised in the Managers' Briefing and be expected to cascade details via team meetings.

The Corporate Management Team (CMT), the Learning and Development Board and line managers are responsible for ensuring that all employees are aware of the policy which will be available on the council's intranet.

10. Monitoring and audit

This policy will be reviewed annually by the L&OD team and/or the L&D Board. Where review is necessary due to legislative change, or changes in organisational priorities this will happen sooner.

11. Croydon Safeguarding Children Partnership & Croydon Safeguarding Adults Board

A significant number of Council employees need to engage in Safeguarding Children and Safeguarding Adult training. Locally, this is arranged by the Croydon Safeguarding Children Partnership (CSCP) and the Croydon Safeguarding Adult Board (CSAB). Both are statutory partnerships and operate separately to Croydon Council. A key function of each is to provide fully funded multi-agency training to a range of statutory and non-statutory organisations in Croydon. For further information visit:

Websites

Croydon Safeguarding Children Partnership (CSCP): <https://croydonlcsb.org.uk/>

Croydon Safeguarding Adults Board (CSAB): <https://www.croydonsab.co.uk/>

Appendix 1: Mandatory training offer for all employees

Course Title	Learning Type	Audience		Frequency
		Staff	Manager	
Corporate Induction	eLearning	✓	✓	Once (within 5 days of employment commencing)
Introduction to Mental Health and Wellbeing at Work	eLearning	✓	✓	Once
Manager Core Skills	eLearning		✓	Once
Mental Health First Aid (Champions)	eLearning		✓	Once
Anti-money laundering and Bribery	eLearning	✓	✓	Annually
Budget Management	Face to face / eWorkshop		✓	Annually
Code of Conduct	eLearning	✓	✓	Annually
Cyber Security	eLearning	✓	✓	Annually
General Data Protection Regulation (UK GDPR)	eLearning	✓	✓	Annually
Good Governance	eLearning	✓	✓	Annually
Information Security	eLearning	✓	✓	Annually
Equality and Diversity Essentials	eLearning	✓		Every 2 years
Listening to residents / good communication / consultation / public servant accountability.	TBC	✓	✓	Every 2 years
Managing Diversity	eLearning		✓	Every 2 years
Safeguarding Adults and Children Basic Awareness	eLearning	✓	✓	Every 2 years
Whistleblowing with Confidence	eLearning	✓	✓	Every 2 years
Health and Safety for Managers	Face to face / eWorkshop		✓	Every 3 years

Course Title	Learning Type	Audience		Frequency
		Staff	Manager	
Introduction to Health and Safety	eLearning	✓	✓	Every 3 years
Modern Day Slavery and Human Trafficking	eLearning	✓	✓	Every 3 years
Recruitment and Selection eWorkshop	eWorkshop / eLearning		Recruiting managers	Prior to conducting recruitment and refreshed every 3 years
Recruitment and Selection eWorkshop	eWorkshop / eLearning	Panel members		Prior to acting as a panel member
Recruitment and Selection (Refresher)	eLearning		Recruiting managers	Every 3 years

NB 1 This is not an exhaustive list. Role or profession specific mandatory training is defined locally.

NB 2 If managers are recruiting other or agency workers the council's 'Agency/Other Workers Policy and Procedure' includes details about appropriate training. All agency workers should receive a tailored induction into the job role. Further advice for managers is in the policy.

Appendix 2: Cancellations and non-attendance

Line managers must agree and approve the employee's attendance at internal classroom-based training/workshops and external training as outlined in the employee's personal development plan and the Learning and Development Board procedures.