

## Training and development policy

NATIONAL WORKFORCE LTD promises to provide a training and development program for its staff that is structured and includes both vocational and occasional refresher training. The goal is to ensure success while enabling a high standard of service. This is also provided to comply with the **Private Security Industry Act of 2001**, the applicable legislation.

### **We will:**

The required qualification is the Level 2 National Certificate for Security Officer. This will be delivered by an SIA endorsed Awarding Bodies.

The overall purpose of the policy is to set out guidelines and purpose for the training and development of the employees that have a skill need or career path.

The policy emphasises the importance of maintaining a continuous learning programme to develop a core of well-trained individuals whose performance will enhance the company's abilities at a level that is constant with growth and profitability objectives.

The policy of the company is to ensure that all personnel are trained and become sufficiently experienced to the extent necessary to competently and effectively undertake their assigned activities and responsibilities'. It is also the aim of the company to encourage its employees to make the most of learning opportunities to realise their own personal; potential and enjoyment of their job.

The company shall attempt to create a learning environment where employees will be prepared to accept change, develop new skills and take responsibility for their own continuous learning, in partnership with their immediate supervisor/manager and Managing Director, to ensure their effective contribution to the successful achievement of both business and personal goals.

The company's success will depend on the professionalism, skill and commitment of all its employees. The company aims to ensure that:

- There is always an active training plan in place at the start of every financial year to cover the forthcoming 12 months period
- Sufficient funding is set aside in the financial budget to cover planned training expenditure for the current / impending financial year
- Employees fully understand their job function and expected performance standards through having accurate job descriptions and annual appraisal review.
- Each employee has the opportunity to learn and become more experienced in their primary job function
- Each employee has the opportunity to learn and become more experienced in secondary skills
- Each employee is enabled and actively encouraged to develop their personal potential

### **Annual Appraisal System**

The company has an annual appraisal system for each specific job description, which provide the Managing Director and supervisors / managers with the opportunity to review each employee's performance. This will provide a mutual opportunity for developing objectives and agreeing targets in order to enhance personal performance and create training and development plans.

The Managing Director will periodically review the success of any training and development plans according to the time frame agreed during an appraisal meeting and will be review at the company's annual general meeting.

### **New Employees**

All new employees will undergo a company induction plan to include but not limited to the flowing topics:

- Company Induction
- Health & Safety
- Fire Safety
- Quality Management System & Quality Policy
- Skills Needs Assessment
- Terms & Conditions of Employment
- Job & Place of work details
- Site Assignment Instructions & Risk Assessment
- Environmental Awareness Training

New starters will undergo an initial 3 months probationary period. During this time they must demonstrate a sufficient level of skills as detailed in the company's Business Process – Personnel and Training. At the end of the probation period a formal interview will take place involving the Employee, Supervisor and Operations Manager.

A training needs assessment will be carried out and relevant action plans agreed and implemented if identified or required. Training will be arranged by the Managing Director and funded by the company. Where the expenditure exceeds £100 the employee will be required to sign an agreement undertaking to repay any costs incurred during external training courses if they leave the company within 2 years of receiving the training. This cost will not be reclaimed by the company under such circumstances where the company has terminated the employee's contract of employment.

### **Training File**

The Operations Manager will be responsible for updating and maintaining the Training File that will hold the following information:

- SIA badges as proof of acceptance to work in the relevant sectors of the industry
- Company Training & Development policy
- Skills & Competency Matrix
- Training & Development plans
- Personnel Training Record Sheets
- Certificates of Apprenticeships & External Training

### **Human Resource Planning**

The company's statement of intent is as follows:

The offer training and development opportunities to all employees to maximise and utilise skills as effectively as possible, to increase the company's skills base and experience base, to improve existing levels of performance and to maximise employee service retention.



The Human Resource planning strategy will be as follows:

To regularly update the skills & competency matrix to enable assessment of training and development needs. To liaise and keep in touch with our customers, information technology consultants, quality consultants and known external training service providers and industry approved bodies to keep abreast of current and future planned training events and industry changes. To then marry our training needs to suitable and viable training courses.

To record attendance and certification of attended training events and to later review the success and effectiveness of training received.

### **Management Team**

The role of the management team is crucial for the successful implementation of this strategy.

Management must encourage and coach all employees to learn from problems, mistakes, challenges and successes inherent in their daily activities.

The Managing Director will be responsible for discussing, planning, implementing, organising and reviewing all management / employee training and development needs / plans in the pursuit of the company's primary business objectives and with regard to long term growth, operational stability, organisational change and personal fulfilment.

Signed:

A handwritten signature in black ink that reads 'M. Aziz'.

Position:

**Managing Director**

Date:

**01/04/2025**