

Review Date- 02/06/2026

Trinity Support Services Training Policy and Procedures

Introduction

The learning and development (L&D) of employees in all organisations is crucial to their success. It is imperative that the skills and knowledge of individuals are enhanced and extended continually to ensure good performance. Training is therefore important to Trinity Support Services, and we ensure that all employees benefit from continual growth. This policy applies to the entire organisation.

Policy Statement

Trinity Support Services recognises that our staff must engage in continuous professional development (CPD) to deliver outstanding services to children, young people, and their families. The precise components of that CPD will vary depending upon where an individual staff member is in their career. Newer staff and those in early stages may require a larger component of formal development, whereas experienced staff may have a greater focus on applied learning or mentoring.

In addition, Trinity Support Services is committed to continuous improvement of our services. We recognise that this drives further learning and development at all levels of the organisation.

Continuous Improvement

The organisation places continuous improvement at the core of our learning policy. We recognise that once an employee has completed their introductory and induction training, development may stagnate as they become embedded in their role. Trinity Support Services is committed to avoiding this by constantly improving the quality of services and ensuring each employee is supported in developing professionally and personally.

We also acknowledge the importance of building digital and AI-readiness. As part of our commitment to future skills, digital literacy, cyber security awareness, and responsible AI usage are being embedded into our annual training cycles, particularly for frontline and operational staff.

Furthermore, mental health and wellbeing are vital to sustainable performance. All relevant staff will receive training in Mental Health First Aid and workplace wellbeing, supporting both themselves and the people they serve. This is considered a core element of safeguarding and resilience.

Procedure

Every six months, the training needs of our workforce will be proactively assessed to identify skill gaps and areas for development. Once this is complete, line managers will collate and review the responses to identify areas for organisational improvement.

We will schedule development training using a variety of methods, including but not limited to:

- E-learning or webinar sessions
- External training sessions
- Internal training sessions
- Mentoring
- Shadowing or on-the-job training

We also encourage employees to raise training needs or development wishes based on their own professional goals. Staff may approach their line manager at any time to request additional support or development opportunities.

Formal training requests may also be submitted in writing under the Employment Rights (Flexible Training Requests) Act 2024. These will be considered fairly and responded to within 28 calendar days. A template and procedure for these requests are available through HR.

Continuous development training will also be discussed formally during internal processes including supervisions, team meetings, and probation reviews.

Roles and Responsibilities

Trinity Support Services recognises that every part of the organisation plays a role in delivering effective Learning & Development.

1. Senior Management Team and Directors

- Have overall accountability for the effectiveness of this policy and the Annual L&D Strategy.
- Commit to regularly reviewing progress and including L&D outcomes in the Annual Report.

2. HR and Line Managers

- Line managers across the organisation play a key role in implementing this policy.
- They will be trained and supported to fulfil this responsibility, which is included in their performance criteria.

Responsibilities include:

- Assessing staff performance and providing regular feedback.
- Supporting staff through the full training lifecycle (pre-, during, and post-training).
- Providing one-to-one and group learning opportunities (e.g. via team meetings).
- Encouraging staff to reflect on and apply their learning.
- Sharing best practices across teams.
- Acting as vocational assessors where appropriate, supported by relevant qualifications.

3. Employees

Every staff member is responsible for proactively managing their own CPD. This includes:

- Maintaining a current CPD record.
- Identifying their own learning needs.
- Engaging with diverse learning methods.
- Applying learning to their work.
- Reflecting on development and sharing insights with colleagues.

Equalities and Diversity

Trinity Support Services is fully committed to valuing a diverse workforce and providing outstanding services to individuals in line with its Equal Opportunities and Diversity Policy.

We will provide support to staff who wish to improve their literacy or numeracy skills to enable their full participation in the workforce and access to training opportunities.

L&D Data

Trinity Support Services is committed to working within the requirements of the Data Protection Act and UK GDPR.

All staff are required to:

- Maintain an up-to-date CPD record.
- Ensure accurate logging of all qualifications, professional memberships, and mandatory training.

A central record will be maintained, auditable records of L&D data using secure systems. These records may be reviewed for inspection, regulation, or strategic planning purposes. Annual internal audits of training records will support compliance and quality assurance.

Policy Review Statement

This policy will be reviewed annually or sooner in response to changes in legislation, regulation, or best practice.

Contact Information

For any questions or concerns regarding this policy or staff are encouraged to contact the following individuals:

- Zoe Ashman (Company Director)
- Email: zoe.ashman@trinitysupportservices.info

- Tracy Dean (Company Director)
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