

# Skills and Training Services (STS)

## Local Operating Procedure

### Continuous Professional Development (CPD) Policy

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#### Version Control Sheet

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#### Approval

Name	Job Role	Date	Signature
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#### Change Control

Any requested changes to this document should be emailed to: [mike.hampton@serco.com](mailto:mike.hampton@serco.com)

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## Introduction

The term “learner,” within this policy, is used to describe all learners and apprentices involved with Skills and Training Services, this also includes those learners enrolled with subcontractors.

This document incorporates how we will as a business:

- improve the sector expertise, skills and performance of our staff and partners
- Improve the teaching and training knowledge, skills and performance of our delivery team and partners
- Improve our staff’s skills and performance
- Ensure learning objectives are tailored to meet the needs of the business, staff, partners, employers, and learners
- Monitor the professional development of our staff and partners

Our vision is to maximise the potential of all staff and partners by informing, training and inspiring people to reach their professional goals.

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## Overview

The most important resource in ensuring success for our learners is our staff and partners. To this policy, professional development encompasses any activity that enables staff and partners to be more effective in carrying out their professional duties. This may include:

- Workshops/seminars
- Conferences/networking events
- Regulated qualifications
- Non-regulated training courses (internal and external)
- Research into blogs, journals, materials
- In house training sessions, including mandatory training set by the business and ad hoc training based on individual needs identified
- Peer review activities and standardisations
- Professional discussion activities and forums
- Shadowing colleagues

CPD provided by Skills and Training Services for staff and partners is informed by its strategic aims and operational requirements, considering the needs of the individuals and where possible the career aspirations of team members. CPD activities will also be put in place following activities covered in the quality strategy.

A focus of Skills and Training Services delivery team and partners is the teaching, learning and assessment of learners, which we continuously seek to enhance and improve through CPD activity.

Our priority is to align all CPD activities, enhancing the learner experience via curriculum development and delivery.

## Scope

The CPD of staff and partners will be integrated with improvement planning, performance management and observations of teaching, learning and assessment.

CPD has the following key aspects:

- Induction into the Skills and Training Services delivery team
- Initial training for the role within the team
- Continual professional development for the role within the team
- To meet the requirements of Awarding Bodies
- For career progression

Where appropriate, CPD will be delivered internally and draw upon the expertise of staff and partners.

CPD needs may be identified through the following process:

- Improvement planning
- Performance management
- Requirements of an awarding body
- Identified training need by the individual
- Following an observation of teaching, learning and assessment
- Feedback from learners and/or employers
- Skills and Training Services MyCatch Up process – objective setting/appraisal process

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## General Principles for Professional Development

The CPD process is closely aligned to the Skills and Training Services MyCatchUp process ([internal link](#)).

Staff and partners must proactively engage with, and take responsibility for, their own CPD as well as undertaking mandatory and relevant training required for a particular role and/or awarding body.

Staff and partners are expected to avail themselves of the development opportunities provided to enable them to keep their skills updated and respond flexibly to change.

Skills and Training Services will ensure that all staff and partners are trained to levels appropriate to their job roles to meet our statutory obligations to our learners. This means that participation in certain CPD activities will be mandatory for all team members to undertake.

Skills and Training Services will provide opportunities to share good practice through the establishment of internal networks to provide staff and partners with support in improving practice

All staff and partners will be encouraged and supported to acquire and develop relevant knowledge, skills, and competencies to enhance their performance in their role. Where staff are involved in succession planning, skills will be developed for their next role within the business via a range of development programmes

Skills and Training Services will review all CPD records submitted, gaining feedback on the standard of the activity and share this with the wider team to provide them the opportunity to participate also (where appropriate).

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## **Staff and Partners**

When recruiting staff, we (and partners) recruit people with relevant professional experience and qualifications.

Staff are required to complete an induction into Skills and Training Services and initial training linked to their role within the team within the first month of employment.

To improve their sector expertise, skills and performance, delivery staff must complete a minimum of 30 hours (pro-rata) CPD annually (1<sup>st</sup> Aug – 31<sup>st</sup> July) towards each programme they deliver. Non delivery staff must complete a minimum of 30 hours (pro-rata) CPD annually (1<sup>st</sup> Aug – 31<sup>st</sup> July) based on their key areas of work.

Line managers are responsible for compiling all CPD for the delivery staff monthly and updating the relevant tracking documentation. Non delivery staff must update their CPD and send to Quality Improvement and Audit Manager monthly.

Delivery staff and partners must attend internal development sessions on Teaching, Learning and Assessment.

All staff and partners must actively engage in sharing good practice.

All delivery staff must participate in Awarding body training activities as appropriate.

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## **All Delivery Team Members**

All staff and partners are required to complete mandatory training including Safeguarding, Prevent, Health & Safety and Equality & Diversity awareness training within the Safeguarding and Side by Side modules. All learners should be encouraged to complete the side-by-side units as well, for their development and understanding.

From time to time there may be other training deemed necessary for specific groups of staff and partners to attend. For example, First Aid and Fire Safety training.

Staff who are designated first-aiders must have a relevant and current First Aid qualification.

Staff and partners who are designated safeguarding leads or officers must have a relevant and current qualification, as outlined in the safeguarding policy.

All staff and partners must attend CPD, both internally offered and externally sourced, as deemed essential to the job role in accordance with the observation action plans.

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### **Identification and Planning of CPD**

Each member of staff has a Success Profile or Job Description which sets out what is expected of them in their role. This will be used in identifying CPD needs and reviewed with the post holder during appraisals or reviews to measure performance against agreed objectives and identify any development activities which may contribute to the completion of the activities.

Delivery staff will be observed in line with the Observation Policy and schedule. An action plan is developed from the observation, and this may also include CPD activities.

Awarding bodies will require evidence of IQA visits and standardisation meetings. They may also require additional training.

Actions arising from learner, employer, and delivery team surveys may identify a requirement for CPD.

Feedback from workshops and other events may also inform CPD.

Staff may request training that they identify in support of their CPD.

Monitoring and evaluation of CPD events carried out may identify further professional development opportunities.

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### **Evaluation**

Evaluation of CPD is important as it will be used to ensure that the learning has had a measurable impact. On completing any CPD activity, staff and partners are required to provide an evaluation of the activity and update their CPD log.

Managers will report on the effectiveness of training to support the continuous improvement of CPD.

Skills and Training Services quality team will carry out routine audits on the CPD logs provided.

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### **CPD Logs and Training Needs Analysis**

All CPD activities should be recorded in a CPD log. For Skills and Training Services staff CPD logs must be submitted monthly and stored within the centralised programme folders.

For partners, CPD logs of all staff involved with the Skills and Training Services programme/s must be submitted to the Skills and Training Services Quality Team monthly.

The Skills and Training Services Quality Team will store these in the centralised programme folders.

Sufficient evidence should be recorded to show how the development activity has benefited the staff/partner and what impact this has had on our learners. These activities will be reviewed by the Skills and Training Services Quality Team to determine if development need(s) have been met and what impact this has had on their delivery.

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### **Monitoring and Reviewing**

The Skills Senior Leadership Team will evaluate its provision of CPD via verbal feedback, questionnaires, focus groups and self-assessment. Provision will be reviewed at least annually.

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### **Appendices**

- CPD Log – templated stored here: internal [link](#)