

	Professional Development Policy	Reference: VPOL-TC-007
		Version: 1.0
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	Head of Learning, Development & Talent	Review Date: 30-11-2024

1. Aim

- 1.1 Via East Midlands Training Centre is dedicated to ensuring that all colleagues and apprentices training with the Via Training Centre, have the skills needed to fulfil the requirements of their role and reach their potential. Via do this by investing in, developing and supporting staff and apprentices and providing the learning culture required to succeed.
- 1.2 This document outlines our ongoing commitment to guaranteeing a high-quality learning experience for all of our staff and apprentices through the skills, knowledge and experience acquired by the Training Centre team of training and support staff.
- 1.3 The training centre seek to ensure all staff, delegates, apprentices and customers who put their trust into the Via Training Centre, to be rewarded with an engaging, impactful and inspiring experience. The development and retention of qualified and inspirational colleagues at Via East Midlands and within the industry as a whole, is one of the key drivers in ensuring the business continues to achieve this mission.

2. Scope

- 2.1 The Via Training Centre has a responsibility for the education and practical development of its staff, delegates and apprentices, which in turn drives a culture of Continuous Professional Development (CPD) for our colleagues and staff. Learning and development at Via is promoted through opportunities for individuals to take ownership of their own development whilst in the workplace as well as being able to access formal training where required.

3. Policy Guidelines

- 3.1 This policy applies to all colleagues at Via East Midlands and those training with the Via Training Centre on a formal Apprenticeship Programme and aims to provide employees and apprentices with knowledge, skills and real-world learning experiences to further our organisational and strategic aims.
- 3.2 Professional Development has five aspects within our business, including:
 - Induction
 - Mentoring
 - Role Specific Learning and Formal Training
 - Individual Professional Development
 - Continued Professional Development (CPD)
- 3.3 Any requirements for requirements for professional development need to be linked to clearly identified learning outcomes that benefit both the business and the individual colleague or apprentice.
- 3.4 Requests for Professional Development should be made through the Training Request Form, with justification for training and require sign off from the Department Head and/or budget holder which should be supported by a training agreement form (VFOR-TC-006) where necessary.

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3.5 The business allocates a budget to support Professional Development.

3.6 The business proactively supports (both financial support and through the facilitation of a mentoring scheme) the registration to one professional institution for all colleagues and apprentices and the progression to professionally registered status within that professional institution.

3.7 Professional Development needs may be identified through the following process:

- Business planning, succession planning and requirement forecasting
- Employee Performance Development Reviews (EPDR) or regular 1:1's with line management
- Individual colleagues identifying a training need
- Support needs identified through the observation process conducted by the Internal Quality Assurance team.

3.8 Any colleague authorised for Professional Development will be required to sign and enter into a training agreement form (VFOR-TC-006), where the cost of training exceeds £500, protecting costs incurred by the business for the relevant investment, unless the course is an apprenticeship.

4. Learning and Development

4.1 Learning and development will take place in a variety of forms:

- Mentoring and coaching
- Reading, online materials, podcasts and e-learning
- Self-study and reflection
- Secondments
- Shadowing and role modelling
- Industry updates
- Colleague to colleague (C2C)

4.2 Academic, practical training and short courses will be made available to all colleagues and apprentices and will be delivered by appropriate external training providers.

4.3 Formal external training providers will be sourced and identified for colleagues to requests for training with through the Training Request Form, with the approval of their Head of Department/training budget holder.

4.4 Planned 1:1's will be conducted by line managers on a monthly basis and mentoring provided where required for a colleagues career and personal development.

4.5 Employee Performance Development Reviews (EPDR) will be completed at least twice a year to ensure individuals are progressing against their objectives and development requirement are proactively discussed and monitored.

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- 4.6 Team Meetings will be conducted monthly and core business training needs will be addressed at these team meetings.

5. Internal Professional Development

- 5.1 Via Training Centre Team meetings are held on a quarterly basis with all staff at the training centre to inform them of business updates, gather feedback and provides an opportunity to answer any questions. Monthly staff update emails are also sent out by the Head of Learning and Development to ensure staff are regularly updated with business information.
- 5.2 Briefing workshops are delivered by subject matter experts on a range of topics to support professional development of our Training Centre Staff and Trainers. The 30-45 minute sessions cover a variety of topics in areas such as Neurodiversity, Ofsted, Safeguarding, Equality and Diversity, Health and Safety, Diversity and Inclusion, Additional Learning Needs (Dyslexia etc).
- 5.3 Internal safeguarding representatives are responsible for keeping updated on the latest changes to legislation, creating training materials and updating employees and training staff in this area. All colleagues attend a yearly refresher to ensure Via Training Centre staff are prepared for any situation that may arise and are aware of the process in raising a Safeguarding concern.
- 5.4 The Training Centre Supervisor (and qualified IQA) conducts quarterly standardisation meetings to ensure all trainers and assessors within the Via Training Centre to ensure the delivery of training and the quality of training is at a consistently high standard. Any group development needs would be identified and raised within this forum and training needs addressed. The meetings focus on reviewing recent training activities, particular aspects of a course or qualification or explore best practice.
- 5.5 The Training Centre Supervisor (IQA) also holds a training matrix for all training staff to ensure competency and qualifications against training requirements. In addition, all training staff hold formal CPD logs where they are required to evidence how they are keeping up to date with industry and legislative changes.
- 5.6 The Training Centre line managers are responsible for ensuring that their teams have met the internal requirements for mandatory training to conduct their individual roles.
- 5.7 **Colleagues**
- 5.7.1 Any colleague identifying a training need or learning opportunity should follow the Training Agreement Policy (VFOR-TC-005) and complete a Training Agreement Form (VFOR-TC-006) for any training that exceeds £500 in value. Decisions will be made based on potential benefits to the colleague as well as the business and any potential return on investment.

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5.7.2 Managers should refer to the Training Agreement Policy (VFOR-TC-005) and Training Agreement Form (VFOR-TC-006) for further information on requirements and policy.

6. Roles and Responsibilities

6.1 It is the responsibility of all colleagues across the business to plan and manage their own career development.

6.2 Regular 1:1's with line management provides colleagues with an opportunity to discuss their career development and identify any areas that they wish to be professionally developed in.

6.3 Colleagues should take ownership of these meetings and prepare for them in advance.

6.4 Every colleague is responsible for maintaining a record of the professional development that they have undertaken. Those apprentices who have access to OneFile or another apprenticeship e-portfolio system are able to log their activities on there.

6.5 Once an appropriate Professional Development activity has been identified, colleagues must complete the Training Agreement form (VFOR-TC-006), which should be signed and sent to their line manager and training budget holder for sign off and then to the Training Centre for actioning. Any apprentices or those in Early Careers roles, must also CC in the Talent Co-ordinator.

6.6 Line managers will assist colleagues in identifying their Professional Development needs in relation to their role via regular 1:1's or during their EPDR, in line with the divisional/departmental strategy and requirements of the business.

6.7 During development conversations line managers will evaluate the effectiveness and urgency of Professional Development for the colleague and the business against the Via Skills Matrix and business needs and skills gaps.

6.8 EPDR's will be used to monitor the Professional Development plans for colleagues within their business/department.

6.9 Where training is required, line managers will ensure that the Training budget is applied to the greatest effect.

6.10 Line managers will hold support conversations with colleagues in identifying the most efficient and cost-effective methods of achieving Professional Development.

6.11 Via Training Team

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6.11.1 The Head of Learning and Development and Training Centre Supervisor are responsible for observing, monitoring and identifying the support needs of colleagues within the Training Team.

6.11.2 They will also ensure that the Training plan is fully implemented within the limited of the Training budgets and have overall responsibility for the allocation of training and professional development activities.

7. Monitoring and Evaluation

7.1 After training has been conducted or Professional Development has taken place, the training support team will collate certificates or log attendance through the Genius Booking System. The timeframe for this will be ongoing.

7.2 Feedback forms are completed by training delegates following the completion of each course delivered at the Via Training Centre.

7.3 Company surveys will be sent out for completion annually to review and monitor engagement.

7.4 The Head of Learning and Development will be responsible for reviewing the Professional Development policy on a regular basis, or in line with company or legislation changes.