



training & development policy

01/08/2008 rev16/06/09

CuCo is committed to delivering quality products and services through its staff and will endeavour to ensure that they receive up-to-date, relevant and effective training and development in pursuit of the highest levels of competence and service quality at all times.

We base our support for training and development on the following concepts:

- Training and development is an investment which makes a direct contribution to the achievement of our objectives
- The continuous improvement of our company requires the continuous development of all our employees
- All members of staff have a responsibility to develop and improve their performance

Types of Training and Development

The company provides two basic categories of training:

- Induction training
- Initial and continuous job training

Induction Training

Induction training provides the basic knowledge about our company and an individual's new job. It is designed to introduce an individual to their new environment and to provide an extra level of support during their 'settling in' period

It includes:

- Introduction to the company via the web site
- Training on the Health & Safety Policy
- Training through the staff handbook

Initial and Continuous Job Training

Initial and continuous job training is designed to provide new and existing staff with skills and knowledge to fulfil their principal accountabilities and to continuously improve their job performance

It includes:

- Specific job training
- Relevant equipment training

Responsibility for Training

Responsibility for training and development is shared between the directors and qualified members of staff

Each member of staff is responsible for ensuring they:

- Have the necessary skills and knowledge for the job
- Complete any training specified by the directors
- Make their training requirements known to the directors
- Make every effort to use their newly acquired skills and knowledge

The management has the responsibility to:

- Analyse the training needs of the organisation at a corporate and individual level
- Ensure that any assessments or tests of learning are fair, valid and conducted correctly
- Provide advice and guidance about training and development to staff

Appraisals

Every employee is entitled to a job appraisal every 3 months as well as a mandatory annual appraisal from the date when employment commenced. The appraisals will highlight any training and development needs and will offer long-term solutions if need be. Any member of staff can however, raise staff training and development issues at any time during the year.

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