


Responsibility:	Human Resources	Date doc. created:	V3 April 2022
Print name sign off:	Simon Little	Last review date of doc:	March 2023
Signature:		Next review date:	March 2024

Professional Development Policy and Process

Objective and Commitment

The purpose of this policy is to support the implementation of high-quality learning and development. We see learning as part of our core business and work hard to ensure that all employees make the best progress possible. All employees are therefore also expected to commit to their own learning and development and are responsible for being pro-active in accessing learning opportunities available to them

To achieve this, we will provide effective initial and ongoing learning and development programmes which will fully equip both new starters and existing employees with all the competencies and behaviours required to excel within their role.

Our programmes are designed and continually reviewed to ensure that employees are competent in undertaking all aspects of their role. Learning and development will also be provided on an on-going basis to up-skill new starters, refresh learning and enhance effectiveness of existing staff as well as develop employees for future roles.

Scope

This applies to all permanent employees of Best Practice Network.

Statement

Learning, development, coaching and performance management will ensure that employees have the knowledge, skills attitudes and behaviours to provide our customers with an excellent level of service.

Our employees will be aided in providing our customers with a differentiated 'added value service' through our excellent in-house processes.

To ensure that learning is easily accessed by employees without compromising 'business as usual', events will be run from easy-to-access locations as well as regionally. Learning and development opportunities are also provided via our online learning and development portal.

We recognise that all employees are critical to the success of the company. Accordingly, we will work to continually enhance the skill levels of our existing staff ensuring they are multi skilled and knowledgeable about the introduction of any new products.

Key Programmes

Our learning and development is split across three main cohorts:

1. Developing - New Starters
2. Achieving – Existing employees
3. Leading - Managers and Leaders

Key programmes at each level are:

1. New Starters
 - Induction
 - Development of core skills
2. Existing employees
 - Specialist expertise
 - Technical qualifications
 - Emerging Leaders Programmes
3. Managers and Leaders
 - Managers - Management Development Programme
 - Lead – Leadership development programme
 - Executive leadership and talent programme

All our key programmes above are further supported by:

- In-location coaching delivered by managers and directors
- Locally delivered learning campaigns
- An established performance management process
- Group away days and workshops

For training delivery staff including Trainers, Assessors, Tutors, Coaches, Mentors, Facilitators, IQA's, EQA's EPA's - learning and development will include:

- Regular training sessions, face-to-face and webinar
- Context specific development training
- Sharing of good practice through peer work, training sessions, standardisation events and remote networking

For Apprentice delivery staff- Trainers, Assessors, Tutors, Coaches, Mentors, IQA's - learning and development will include:

- Active support to place staff with a relevant sector employer for up to ten days per annum to improve and keep up to date sector knowledge, skills and performance

- Active support to continually improve employees' teaching and training knowledge, skills and performance through:
 - Relevant qualifications TAQA 3 & 4, Level 3 Award in Education and Training, Level 4 Certificate in Education and Training, Level 5 Diploma in Education and Training
 - Coaching and mentoring with dedicated mentor
 - Observations of teaching and training by the Quality Team with feedback sessions and action plans
 - Opportunities for peer observations, feedback and mentoring
 - Regular mandatory Standardisation meetings and activities highlighting the essential role of learning in professional life and BPN vision and values and the sharing of good practice
 - Individual learning and development plan with SMART targets (focussed on education industry and BPN needs) with one-to-one monthly review and support with Line Manager to monitor all professional development activities.
 - Individual record of all CPD activities centrally held and monitored by IQA's and Quality Manager monthly

For support areas, learning and development will include:

- Personal development
- Systems and processes

All the above is fully supported by a coaching and mentoring philosophy.

Equal Opportunities

We are fully committed to the principles and practices of equal opportunities and place an obligation upon all staff to respect and act in accordance with the policy.

We are committed to providing training for our entire staff in line with equal opportunities practice.

Please refer to the Equality and Diversity policy for further details.