Cornwall Rural Housing Association Limited

Colleague Learning and Development Policy

1. Policy Statement

1.1 As a People Business we are committed to encouraging team members to undertake training and development which relates to their work and their professional ambitions in order to enhance individuals' ability to thrive and grow in their roles and to develop skills, knowledge, role performance and organisational service delivery.

1.2 To support this, alongside monthly 1:1's an Annual Review will take place between Line Manager and Direct Report where training, self-development and opportunities for growth can be considered.

1.3 If an individual is not meeting the expectations of the role, then this may be addressed through the Associations Performance Improvement Policy and Procedure.

1.4 This Colleague Learning and Development Policy will be supplemented by a Colleague Learning and Development Procedure which will be updated as required.

2. Scope

2.1 This policy applies to all team members of CRHA irrespective of their employment status, function, grade or location. In accordance with the organisation's Equality, Diversity and Inclusion Policy, all colleagues are treated equally in the provision of learning and development opportunities and are provided with equal access to that training and development relevant to their needs.

2.2 All colleagues will be given adequate health and safety training in accordance with the Association's Health and Safety Policy, including information on emergency procedures, before they start work. The need for health and safety training will be reassessed on a regular basis and in particular when there has been a change in operating procedures. Retraining and/or refresher training will be provided whenever necessary.

3. Responsibilities

3.1 Line managers, through the annual review process will:

- Ensure employees have a high level of knowledge and skill to perform their role.
- Encourage employees to develop within their current role.
- Look for potential and find ways for employees to demonstrate potential.
- Recognise and celebrate employee development.
- Create a learning culture by providing opportunities to learn.

3.2 As part of the annual review process, colleagues in conjunction with their managers, will be asked to identify their learning needs and requirements for the year ahead.

3.3 The Governance and Business Services Manager is responsible for co-ordinating information from annual reviews and for developing a training budget and plan for the Association.

3.4 If your role falls within the designated roles of ‘Relevant manager’ or ‘Relevant Service Provider (SP) Manager’ then you must undertake the necessary level of training and qualification as required within the Regulator of Social Housing’s Competence & Conduct Standard. Resources and time will be made available for you to undertake this training.

4. Induction

4.1 Induction of an employee to a new role allows the opportunity to assess essential, job-specific training needs. For new employees, training plans will be identified and the appropriate training and coaching arranged so that they become productive as quickly and effectively as possible.

4.2 Each induction programme will be tailored to the individual employee.

5. Promotion

5.1 All colleagues are encouraged to develop and take increased responsibility in line with business objectives. When individuals are promoted, appropriate training and development will support this appointment.

6. On the Job Training

6.1 It is often the case that new skills can be learned as part of on-the-job training by more experienced colleagues. This should be arranged and monitored in the same way as any other learning method in order to ensure consistency and equality of opportunity for the training and development of all employees.

7. External Training

7.1 From time to time, we may arrange external training which can range from short courses of a few hours' duration to courses lasting a few months, which lead to a qualification.

8. Cost Reimbursement

8.1 Where academic or other external training is sponsored by us, if you are attending such training with significant cost implications, you will be required, before starting the course, to sign an agreement stating that the individual agrees to repay a proportion of the course costs if the individual leaves CRHA within 12 months of the end of the course.

8.2 This agreement to repay CRHA will decrease by 1/12th of the course costs for each complete month that the individual stays in the employment of CRHA following completion of the course. If you fail to complete or pass the course, the individual may be required to refund some or all of the costs.

9. Personal Development Plans

9.1 It is our intention that colleagues have at least an annual performance review with their Line manager. The purpose of this review is to discuss and review performance, as well as highlighting training and development needs. The discussion should include consideration of ways of meeting these needs and timescales for implementation.

10. Resources

10.1 Resources are available for learning, development and training. In order to assess priorities, account is taken of whether an individually identified training need:

- is a mandatory requirement for the role, and/or the Association;
- will help the Association fulfil its aims and objectives for the year ahead;
- is in the medium to longer term interests of the Association;
- is a personal and professional development need.

10.2 A range of learning and development resources will be utilised including on line learning platforms and specific tailored short courses.

11. Review

11.1 This policy will be reviewed every three years or as required.

November 2014

Reviewed November 2016
Reviewed November 2018
Reviewed and refreshed August 2024

Date Reviewed	Changes to the Policy	Date to be Reviewed	Approved By	Author
January 2025	No changes since the last review	January 2028	Executive	DWB
July 2026	1.3 has been added and previous 1.3 has become 1.4. 3.4 has addition of 'Resources & time being made available for training'. The previous section 4 has become section 10. Sections 5-9 have been added to the policy.	January 2028	Executive	DWB/HR