



MacIntyre

Providing support...your way



# LEARNING & DEVELOPMENT

# 1. Introduction



In part 1 of this manual, the policy statement showed our values and approach to health & safety.

In part 2, we explained everyone's responsibilities for health & safety.

In Part 3 we stressed the importance of setting objectives so staff at all levels in MacIntyre are clear about what they are trying to achieve.

This fourth part is about making sure you are competent to fulfil your health & safety objectives and responsibilities. There are three ways in which you can do this:

- *Information* – usually means providing pictures or written material such as instruction manuals, signs and symbols, notices, copies of the risk assessments (if appropriate), or lists of dos and don'ts.
- *Instruction* – means telling people what they should - and should not - do to work safely. This could be by briefing sessions to groups or individuals. *Instructions* should link closely with the *information* issued.
- *Training* can mean allowing employees or people who use our services to carry out a task under Support & Supervision until they are competent to do the task unsupervised. It also means sending people on training courses. Training courses may be practical hands-on in nature, such as manual handling or first aid. Training can also be managerial such Frontline Manager or Area Manager Health & Safety Training Days. It can also be carried out through distance learning books which are marked by a distance learning tutor. There is also a growing trend of e-learning modules which can be completed over the internet.

## 2. Planning and Implementing



### 2.1 Training Plan

If you are a Frontline Manager, you must prepare a training plan for your service which should link with your Service Development Plan and Key Risk Register.

To prepare this plan, you will need the following information:

- Key Risk Register.
- Service Development Plan.
- The objectives for your service and your staff.
- Any risk assessments that identify learning and development needs.
- Support & supervision notes.
- Performance review notes.
- Your management plan – as explained in part 3 of this manual.

You can also use this information to plan what *information* and *instruction* is needed.

### 2.2 Essential Training Requirements

We used to have a list of minimum health and safety training requirements that all staff had to do. However, we have realised that this is not always appropriate. What really matters is that training is chosen for staff based on the key risks that they come across at work.

So the current approach is for you to decide what your essential training requirements are, based on the key risks in your service. The following table provides a list of examples training that are often required.

Employee	Examples of training that may be required.
Directors and Heads of Ops	1-day <b>IOSH Safety for Senior Executives</b> course.
Area Managers, Programme Managers, Specialist Managers, Head Teachers and Heads of Care and equivalent posts	<b>Health &amp; Safety Induction book for office based staff</b> – within the first 6 weeks of joining Macintyre
	4-day <b>IOSH Managing Safely</b> course, plus 4 yearly refresher – or a course of equivalent standing
	<b>Risk Assessment</b>
Frontline Managers such as Heads of Service, Programme Coordinators, Teachers.	<b>Risk Assessment</b> (incl. 3-yearly refresher – e.g. elearning module)
Heads of Service and Seniors prepare and sell food to the public	<b>Level 3 Food Hygiene</b>
Staff directly involved in giving support to people with learning disabilities	<b>Personal Development Portfolio</b> – Discuss modules and required timescales with your line manager.
	For most staff, a <b>Level 2 Award in Emergency First Aid at Work (EFAW)</b> is required. This is six hours duration, excluding breaks. For staff working in medium risk settings, a <b>Level 3 Award in First Aid at Work (FAW)</b> may be required. This is 18 hours (usually 3 x 6 hour days) duration excluding breaks. Both courses require 3-yearly refreshers and you should make the effort to revise your knowledge of first aid at least yearly. To choose the right course, read the 'First Aid' procedure in the A-Z part of the Health and Safety Manual.
	<b>Manual Handling</b> – of objects (3-yearly refresher) (e-learning may suffice for low risk situations such as office staff and for refresher training).
	<b>Moving and Handling of people</b> using hoists (yearly refresher)
	<b>Level 2 Food Hygiene</b> (3 yearly refresher). This course can also be completed by elearning, distance learning and sometimes class room based learning.
	<b>Risk Assessment e-learning module</b> (3-yearly refresher).
	<b>Infection Control</b> Elearning module (Or in some cases, class room based or distance learning courses may be more suitable).
	<b>Fire Awareness</b> elearning module or <b>Practical Fire</b> Extinguisher Training (2 yearly). Choice of e-learning and practical depends on the complexity of the fire evacuation arrangements and the level of risk)
All Employees	<b>Fire Awareness (6 monthly)</b> – explained under 'Fire' in the A-Z of this manual.
Health & Safety Reps	In-house <b>Health &amp; Safety Reps: Induction</b> and <b>yearly update</b> sessions
Office-based Staff	<b>Display Screen Equipment DVD</b> or <b>elearning module</b>
	<b>Health &amp; Safety induction Book for office-based staff</b>
	<b>Manual Handling</b> e-learning module (plus 3-yearly refresher)
Health & Safety Manager	Chartered Membership of the Institution of Occupational Safety and Health (CMIOSH) including <b>Continuing Professional Development</b>

#### 4. Checking and Reviewing Progress



If you are a Head of Service or equivalent, make sure staff complete each course. Also, keep training records for each member of staff. Store these records for as long as the person works in your service. If the person leaves your service, send the training records with other personal information to payroll. They will then decide how long to keep the records for.

If you ever send people on a course, ask for their opinion of the course. You can do this informally for external courses. For internal courses, you can ask to see the course evaluation forms.

Also, assess the effectiveness of information, instruction and training during Support & Supervision sessions, following risk assessments and incident/accident investigations.

#### 5. Further Information



For further information, contact the Health & Safety Manager or Learning and Development Manager at Central Admin (01908 230 100).