

# Training and Development Policy for Staff and Volunteers

May 2025 reviewed

Next review May 2026

1. Warminster Town Council is committed to providing staff and volunteers with the necessary training and development opportunities to ensure that the council can meet its aims and objectives. The council will ensure that staff and volunteers are provided with the means to develop and enhance their skills and abilities to deliver high quality services, along with management skills (if appropriate) to manage and plan those services and be kept informed of all new legislation. The council recognises the need for all staff, and volunteers to seek and undertake continuous training and development opportunities relevant to their contracted role to ensure that the council delivers a high-quality service to the local community.
2. **Updating individuals' skills and knowledge could:**
  - (a) raise awareness of new and different ways of delivery of services, office processes, and funding opportunities
  - (b) raise awareness of future community needs and projects
  - (c) enable all individuals to communicate more effectively with the public who are our customers and
  - (d) save money.
3. **Identifying training needs**
  - (a) Induction training will be provided for new members of staff and volunteers. Contracts of employment and job descriptions will include details of the council's commitment to training.
  - (b) Training may be compulsory for all, compulsory for some, job specific or voluntary as determined by the employee's or volunteer's line manager.
  - (c) The Town Clerk must hold the CiLCA qualification or equivalent or obtain this within 12 months of being appointed to the role.
  - (d) Employees are encouraged to be proactive in identifying their own training and development needs linked to achieving the aims of the Council.
  - (e) Staff training will be identified by the Clerk through annual appraisals, regular 1-2-1s and informal discussions in the light of the overall objectives of the Council as evidenced by the Council's Strategic Plan and annual Action Plan.
  - (f) Relevant additional training may be requested at any time.

#### **4. Training Resources/ Providers:**

An annual budget will be set aside for employee and volunteer training.

- (a) Accredited courses (including extension or refresher)
- (b) Workshops
- (c) 1-2-1
- (d) In-house
- (e) Events
- (f) Online courses, including through the council's dedicated HR provider – Breathe HR
- (g) Regional and national seminars/ conferences
- (h) Learning on the job
- (i) Qualifications

There is a need for an ongoing assessment of individuals' qualifications, knowledge, and skills as well as individuals' learning styles to ensure that the best possible option can be chosen.

#### **5. Mandatory Training**

All staff may have job specific mandatory training. This will usually be set out in their job descriptions. In addition, all staff are required to complete any mandatory training as advised by the Clerk or their Line Manager. This shall include but not be limited to:

- Prevention of Sexual Harassment
- Data Protection
- GDPR
- Social Media
- Bullying and Harassment
- Discrimination

#### **6. Measuring Impact of Training**

When a member of staff or volunteer has attended a course, feedback on the content, standard, benefits and relevance of that course will be sought.

At informal and formal appraisal meetings, the Line Manager will assess the extent to which long term and short courses have supported the employee's personal development plan and expected improvements in performance.

A training register is maintained through Breathe HR listing and showing evidence of all training attended by staff and a register of Councillor training is also kept.