



# Training and Development Policy

## Chigwell London Ltd: TRAINING AND DEVELOPMENT POLICY

### Introduction

Chigwell London Ltd has adequate resources to meet identified training needs, and will prioritise resources to focus on the primary needs of the business. Training needs will normally be identified through our appraisal and development processes and procedures but can also be identified through a number of other routes including:

- Induction process;
- One to ones with line managers;
- On the job supervision;
- Team meetings;
- Performance assessments;
- Internal audits;

Chigwell London Ltd has achieved external accreditation through the Investors in People scheme. This shows that Chigwell London Ltd is an organisation that empowers its employees to make decisions and take responsibility.

### Policy objective

Chigwell London Ltd is committed to ensuring that its staff has the necessary skills and knowledge to undertake their roles and ensure that it meets the standards of service quality required by its Management Board and its customers.

Chigwell London Ltd is also committed to developing its staff, building on their job related skills and knowledge through relevant professional and 'on the job' training, encouraging strong motivation, the retention of staff and providing opportunities for career development.

A key objective for Chigwell London Ltd is to ensure that all training and development links directly with its business objectives.

### Satisfying training and development needs

Identified training and development needs for our staff can be satisfied and catered for in a number of ways including:

- Internal and external short courses and seminars;
- Professional qualifications and public examinations;
- Evening classes;
- Correspondence/open learning/open university courses;
- Job swaps or internal secondment;
- Shadowing other members of staff;
- Self-teaching

### Criteria for support with training courses

Support with training courses can be either through paid or unpaid time off, and/or financial support for fees etc. The following criteria will need to be met for support to be provided.

- A written application must be submitted to the relevant Director, providing information on the type, duration, timing and length of the training, the qualification that will be obtained and why the applicant thinks it is relevant to their work with, and personal development within, Chigwell London Ltd.
- The appropriate line manager must support the application, recognising that there is a benefit to Chigwell London Ltd as well as the applicant and that it fits within the business objectives of the Company.

### Support that can be provided

This will generally be agreed on a case basis but, the following will normally be considered having taken account of the budget implications and above criteria:

- Fees for short courses and relevant evening classes;
- Fees for correspondence/open learning courses;
- Costs of attendance at conferences and seminars;
- Examination fees;
- Appropriate levels of study leave;
- Payment of professional fees;
- Travel costs.



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### Evaluating training

All staff attending training courses, seminars and conferences will be required to complete post course evaluations with their respective line manager. Where staff are undertaking a professional qualification, a report each term will be required.

### Company Training Plan

The Managing Director and Training Director have overall responsibility for training and will be responsible for working with Senior Managers and Supervisors to formulate the Company Training Programme. In this context, training means the imparting of information and skills to all members of staff to enable those persons to be deemed qualified and competent to perform the tasks in question with confidence and without the need for constant close personal supervision. It is the policy of Chigwell London Ltd to ensure that its staff are trained to the very highest standards to enable them to perform their duties with distinction.

Procedures are in place to ensure that all operatives, site supervisors and managerial staff are properly and adequately trained with regard to the tasks demanded of them under the various contracts they are assigned to. In addition, all staff receive further training as part of the Company's on-going Personal Development Plan.

Details of training and courses undertaken by our staff will be kept within their respective personal files, which will also detail and record the tasks that each individual is deemed competent and qualified to undertake.

All Site Operatives are employed as full-time employees and are fully skilled, competent and possess all relevant qualifications and certificates.

It is the policy of Chigwell London Ltd to recruit staff with the correct qualifications for the job that they have applied for and, in conjunction with the local colleges and local labour initiative schemes; we recruit apprentices on the modern apprenticeship schemes and adults who are looking to change their career paths. If any of our unskilled labour force have, or appear to have, the capability and desire to learn a particular trade, we will offer them the opportunity, support and financial assistance to pursue this through a recognised college and 'on the job training'.

Chigwell London Ltd offers enhanced conditions of employment and remuneration packages and provides on-going training, which produces a committed, dedicated and professional workforce.

This is evidenced in the large number of employees that have been with the Company for over 20 years and the relatively low turnover of staff. The Directors of the Company are available to speak to any and all employees on a one-to-one basis; they are not just a faceless name.

### Apprentices

Chigwell London Ltd recognises that there is a national shortage of skilled labours in the construction industry and understands that it affects us in our business objectives. We deal positively with this problem by making approaches and delivering presentations to local schools, colleges, careers offices etc to encourage the younger generation to take up apprenticeships with us within their local community, helping to bridge the skills gap that exists. We have apprentices in place on a number of similar contracts. Our commitment to apprentices has been noted on at both local and national levels.



## Training Courses

From the policy above we have outlined how we ensure that all training we provide and the continued development of our employees is linked directly with our business objectives. Below is a list of the training that is available to our employees and management:

## Health and Safety

Manual Handling  
Risk Assessments  
Cut off Discs  
Construction, design, and management regs  
Construction Health, Safety and Welfare regs  
First Aid appointed persons  
The Safe use of Abrasive Wheels  
The Safe Erection and use of pre-fabricated mobile scaffold towers  
Rough Terrain Telescopic handler  
ARCA Asbestos Awareness  
Site Health and Safety Documentation  
CSCS  
ECS

## Admin

NVQ Level 2 Customer Care  
NVQ Level 2 Spreadsheets and word processing  
NVQ Level 2 IT Principles  
NVQ Level 2 Accounting  
NVQ Level 2 Business Administration

## Trades

CCN1  
CEN1  
CKR1  
HTR1  
WAT1  
DAH1  
UDHW  
Energy Efficiency  
Solar Heating  
CPA1  
OFT 101  
OFT 105  
ICAE1  
ICPN1  
TPCP1A

## CODNCO1

NVQ Level 2 and 3 Plastering  
NVQ Level 3 Decorative Occupations Painter & Decorator  
IEE 17<sup>th</sup> Edition Electrical Awareness  
City and Guilds Level 3 Inspection, testing & certification  
ACAS Gas domestic & commercial  
Solar Heating  
Gas engineers, energy efficiency  
Scissor Lift, self-propelled boom

## Management

Site management CITB  
Institute of building project management

## Modern Apprentices

NVQ Plumbing and Heating Level 2 and 3  
NVQ Level 3 Gas Servicing  
Accountancy  
Electrical Installation

## Environmental

Waste Awareness  
Environmental Awareness

## Dean Floyd

Managing Director  
2<sup>nd</sup> January 2020