

# L2 Learning and Development

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
X	X	✓	✓	✓	✓	X	X

## Policy

To ensure Care Services employees are aware of their responsibilities to complete learning and development training specific to their role.

## Procedure

Care Services are committed to investing in its employees by giving them the skills and knowledge they need to do their job role. It is imperative that employees are supported in every way to allow them to progress through their career pathway within the Council which will be made as flexible as possible.

The Care Services training plan is collated on an annual basis by the Organisational Development Workforce Training Partner for Care Services based on the training gap analysis identified by managers. All learning and development events are planned from these identified needs.

All employees will have a training profile specific to their service area and job role.

Training profiles are accessed through "Share Point" within each service.

## Mandatory Training

1. All employees will be required to successfully complete mandatory training for the Council and for the service area in which you are employed, this is a as Corporate requirement as well as a CQC and Statutory requirement. All new employees will be required to undertake the induction process. You will be paid your normal rate of pay for any mandatory training you undertake.  
The Council has 8 core essential for all employee courses that must be completed which are:

- Information Security and Data Protection (annual completion thereafter)
- Health, Safety and Employee Wellbeing (Once)
- Safeguarding Awareness (refresher every 3 years thereafter)
- Prevent (refresher every 3 years thereafter)
- Equality, Diversity, Inclusion and Belonging (refresher every 3 years thereafter)
- Climate Change / Carbon Literacy (once)
- Customer Service for Cumberland (once)
- An Introduction to Public Health (Once)

2. You will be informed of other mandatory training you are required to undertake by your manager. The most up to date list or details of other service-related mandatory training can be found in the Service Area Training Plan where you are employed.
3. Cumberland Council employees will have access to the Learning Management System, which is integrated within Microsoft 365, please click here to access [iLearn](#). By clicking on the Cumberland Council logo (top left of the screen) when in 365, you will now have access to our new Learning site called "iLearn", where you can explore, book onto training events and complete online courses.

If you are having any issues accessing the site please contact the ICT Service Desk at:  
[ict.servicedesk@cumberland.gov.uk](mailto:ict.servicedesk@cumberland.gov.uk)

4. Training should be completed in work time, employees should be allocated the appropriate time on the rota to complete mandatory training, only in extenuating circumstances would we be paying additional monies for training above contracted hours. If this is not possible, your manager will discuss alternative arrangements with you to ensure mandatory training is completed. Managers can approve a tablet / laptop to be used off site. When you initially log on to a tablet / laptop you will be asked that you understand the policy and are expected to follow the information security policy.

When working remotely or from home. When taking equipment home for mandatory training you will be given a maximum time to complete the training. You will need to provide evidence that you have completed the training before payment will be authorised by the manager. Additional hours will only be paid, if approved in advance, by your manager.

5. If you require any further information or support about accessing eLearning please contact [ict.servicedesk@cumberland.gov.uk](mailto:ict.servicedesk@cumberland.gov.uk)

### **Additional Training**

You may undertake other training at the Council's discretion, but you will only be paid for this training where it has been approved in advance.

### **Face to Face Learning Events**

Both the employee and the Line Manager can book on training direct through iLearn or [LearningandDevelopment@Cumberland.gov.uk](mailto:LearningandDevelopment@Cumberland.gov.uk) if they are having issues booking on via iLearn. The employee and Line Manager will receive an email to confirm a place has been booked for the employee to attend the training event and details of the joining instructions and any specific specialist requirements. It is the line manager's responsibility if they receive the email to ensure the booking information is given to the participant prior to the training event and are rota' d for attending training. COVID training risk assessments are in place for the essential face to face training. Refreshments should be brought with the participant on the day.

### **In house training**

All in house training a course register must be completed (Including small 1:1 training sessions) and emailed [LearningandDevelopment@Cumberland.gov.uk](mailto:LearningandDevelopment@Cumberland.gov.uk) who will complete the event on iLearn.

### **Progression Training**

You will have the opportunity to progress to the next level of employment within your sector. This could be Mandatory training for that role or through the Apprenticeship route. Appendix

A Provides an example of progression opportunities. This should be approved and supported by managers through the route of the supervisions and the annual appraisal.

## **Evaluations**

Once you have completed a course you will receive notification via email to complete an evaluation form. This is an essential part of the quality monitoring system and non-completion of this form may result in you not receiving your certificate.

## **Cancellations**

1. It is appreciated that from time-to-time circumstances lead to employees being unable to attend learning events. Employees must inform their line manager if they are unable to attend the learning event. The manager should advise [Learninganddevelopment@cumberland.gov.uk](mailto:Learninganddevelopment@cumberland.gov.uk) of cancellations. For any cancellations, it is the manager's responsibility to book that employee onto an alternative learning event and consideration should be given to whether there is another employee that could attend.
2. Cancellations will only be accepted from the line manager, not the employee, and should be made through [Learninganddevelopment@cumberland.gov.uk](mailto:Learninganddevelopment@cumberland.gov.uk) as soon as possible.
3. [Learninganddevelopment@cumberland.gov.uk](mailto:Learninganddevelopment@cumberland.gov.uk) needs to be informed when a staff member is substituted, as this will be identified on the attendance register.
4. Non-attendance at learning events will be monitored through the Organisational Development Workforce Training Partner for Care Services and a non-attendance report will be presented to the Extended Senior Leadership Team on a quarterly basis.
5. 'Non-attendance' refers to an employee not turning up as expected on the day of the learning event and no replacement being made.

## **Recording of CPD (continuous professional development)**

1. A course booked on through iLearn will be automatically recorded on the individuals learning record. The manager must inform [Learninganddevelopment@cumberland.gov.uk](mailto:Learninganddevelopment@cumberland.gov.uk) of any other learning events or qualifications that are not identified on iLearn who will input the information onto iLearn and individual training records.
2. Managers or nominated person must input the training information onto individual training profiles on SharePoint for their service area.

## **Travelling Expenses – full guidance available on My HR and on inTouch**

1. Any training expenses incurred from travelling to and from an identified training venue should be entered on the travel and subsistence claim form. The completed form must be authorised by the line manager. Fuel and car parking receipts must be

provided. Please note costs will be met by the establishment. Business insurance cover is required by the employee claiming mileage travel expenses for travelling by car. The employee signs the expenses claim form to agree that they have adequate insurance cover.

Pool cars can be utilised with agreement from your line manager. The Council Pool car policy must be followed.