

TRAINING PROCEDURES - EXTERNAL

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1 These procedures arise from:

The Adoption Support Agencies (England) and Adoption Agencies (Miscellaneous Amendments) Regulations 2005, Regulation 13, and the National Minimum Standards for Adoption, Standard 15

2 Introduction

2.1 The purpose of this document is to outline PAC's procedures for ensuring that all external training is delivered in a cohesive and cost-effective way and that staff, freelance trainers and overseas experts providing training for PAC have the necessary qualifications and experience to deliver the training PAC has commissioned by;

- ensuring that new trainers are monitored and their performance evaluated and reviewed
- assessing the needs of service users
- providing a variety of training modes and methods for service users
- providing clear pricing and concessions
- assessing the suitability of training venues
- evaluating and reviewing the training provision.

3 Staff offering training for, or on behalf of, PAC

3.1 Prior to delivering training for PAC trainers should be asked (with the exception of existing PAC staff trainers) to provide an up to date C.V. and references and be interviewed by the Head of Training Service and, if appropriate, by any other relevant member of staff before delivering training on behalf of PAC.

3.2 The Head of Training Service, where necessary and appropriate with another senior member of staff, will establish a trainer's suitability to deliver a course based upon experience and suitable qualifications relating to the subject area and also any necessary DBS checks.

3.3 The Training Administrator will draw up and maintain a list of trainers used by PAC who have been through the above process.

- 3.4 All new trainers will be observed by the Head of Training Service or one of PAC's experienced trainers during their first delivery session.
- 3.5 Periodically, depending upon frequency and volume of sessions being delivered, all existing and regular trainers including PAC staff trainers will be observed by the Head of Training Service or an experienced PAC Trainer.
- 3.6 The Head of Training Service will arrange a one-to-one meeting with any trainer within 14 days where cause for concern or complaint has been raised in regard to training standards.
- 3.7 All regular trainers, in particular PAC trainers will, in addition to line management supervision, be afforded the opportunity each year of one-to-one development support with the Head of Training Service, focusing specifically on their training work. The Head of Training Service will email those on the PAC staff training list in January to ascertain who would like to arrange a development meeting.
- 3.8 All commissioned training enquiries in the first instance will be referred to the Head of Training Service.
- 3.9 When commissioned training is requested, the Head of Training Service will discuss the commissioning agent's requirements with the client and another member of staff, if necessary expertise is required in a specific area; an agreement will be reached with regard to content, aims and objectives, dates, times and fees. The designated trainer will then become responsible for delivering the training at the agreed time, venue and day, for producing lesson plans, learning objectives and course materials, copies of which should be submitted to the Head of Training Service for each course or event.
- 3.10 Before delivery of a commissioned programme or course, a Service Level Agreement must be drawn up by the Head of Training Service, working with the manager for that area and the Deputy CEO.
- 3.11 For all training events, the Training Administrator will ensure that s/he receives all course materials from the trainer for copying and collation at least 7 days prior to the event.
- 3.12 Where a power point presentation is used in a training workshop, hard copies will be given to attenders in the training pack. The power point presentation is the Training Procedures External

property of the trainer, though PAC keeps a copy on file. Should there be a request for an emailed copy of the power point presentation by a member of the public, the PAC training administrator will ask for the trainer's permission to do so. There is no obligation to approve this request.

4 Assessing the Training Needs of Service Users

4.1 Advice Line Assessment

Advice Line counsellors are familiar with the Training Programme and are able to direct callers to appropriate workshops or courses. Advice Line workers will mark on the green referral forms the recommendations or requests that have been made for training. Advice Line workers will refer the requests to the Training Department. Callers will then be sent training information and registration forms.

4.2 Training Department Assessment

Callers may prefer to speak to the training team directly. They will be sent appropriate training information and registration forms.

4.3 Registration Form Assessment

Assessment of need may also be made through processing the registration forms. The Training Administrator may be able to assess the suitability of a particular course for a particular registrant and discuss with that service user the most suitable training opportunities to meet their needs. An example of this is where a parent registers for a professionals' only training.

The registration form also allows the Training Administrator to identify any special training requirements as outlined in the Policy document and make appropriate arrangements and/or representation to subscribing local authorities for funding.

4.4 Professional Assessment of Need

From time to time, PAC staff may determine that training should be offered to service users based on experience and knowledge of the state of the adoption field at the current time.

5 Appropriate training opportunities for PAC service users

5.1 PAC acknowledges that one training model does not fit all service users and therefore aims to provide a wide variety of training opportunities from which users

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can choose. Hence the training department selects from the following list when designing, commissioning and implementing training:

- Public Seminars for all adult parties to adoption, including professionals
- Public Seminars and workshops for adoptive parents and foster carers
- Workshops for adopted adults
- Workshops for Birth Parents
- Workshops for Professionals
- Professional Training
- Commissioned Training

5.2 The decision to offer one form of training opportunity to a particular group rather than another is based on an assessment of the material to be covered, the degree to which personal material raised through the content and/or presentation may require support within a small group setting, and the training department's assessment of needs as determined above.

5.3 An annual Training Programme will be drawn up by the Head of Training Service based upon the needs assessments outlined above and feedback from a consultative exercise prior to the compilation of the programme. The programme should be ready for publication and circulation by end November each year outlining the training on offer the following financial year (April – March).

6 Review

6.1 PAC will review its external training policy and procedures annually to check satisfactory operation of training procedures. It will take appropriate action from such a review with regard to the development of future training programmes and in relation to its policies and procedures.

6.2 PAC will ensure that its external training policy and procedures comply with the requirements of prevailing legislation, regulations, guidance and standards, and that they are consistent with its statement of purpose and current good practice. It will also ensure that all people working for the purposes of PAC are provided with the policy and procedures and that a copy is readily available.

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