

INDUCTION, TRAINING & DEVELOPMENT POLICY

Policy Statement: The McSence Group depends on the commitment, capability, skills, and talents of its employees to deliver the highest possible levels of service to its customers and to maintain its good standing in the community.

All Employees: This policy applies to all persons working for or on our behalf of the McSence Group of Companies which includes the subsidiary companies - *McSence Communication Ltd, McSence Ltd, McSence Services Ltd & McSence Workspace Ltd* in any capacity including but not limited to:

- ✚ All employees at all levels, prospective employees, agency workers, seconded workers, temporary workers, contractors/sub-contractors, clients, agents, external consultants, volunteers, members of the public, group's supply chain, third-party representatives and/or business partners who will be referred to in our Group policies as "all employees".

The Workplace: This policy applies to all persons working for or on our behalf of the McSence Group of Companies in any capacity at the workplace(s) as defined below which includes but not limited to:

- ✚ McSence Premises, Offices, Units, Business Park, Client's Premises, External Meeting Places, Customers' Homes, Gardens, Sheltered Housing, Whilst On-Call, On-Duty, Emergency Cover, Working from Home including On-Line Meetings, Whilst Driving in Company Time, Working Public Areas (café's, trains, coffee shops, buses etc) and will be referred to throughout this policy as "the workplace".

Scope, Access & Inclusion: This training and development policy cover all employees, full time, part time, temporary or permanent who are employed by the McSence Group. McSence Group will make training and development opportunities available to all, and adjustments will be made wherever necessary to ensure that everyone has access to training and that no-one is discriminated against. Training and updates will be provided as necessary to ensure that legislation and McSence's underpinning policies and procedures are always complied with, and that McSence complies with its statutory requirements.

Health, Safety, Environmental & Quality (HSEQ): Health, Safety, Environmental, Quality and welfare at work are the responsibility of everyone. To fulfil our duty of care all staff are required to undertake Health & Safety training as requested and at the minimal complete the Health, Safety, Environmental, Quality awareness training at Induction as in the induction programme.

McSence Group's Bespoke Intranet - Staff Zone: McSence Staff Zone is a bespoke On-line intranet for all McSence employees with the following company information held in one place via this link [Login | McSence](#)

- ✚ **Company Handbooks: Employee, Vehicle & Departmental Handbooks**
- ✚ **SVQ & Induction**
- ✚ **Company Policies & Procedures**
- ✚ **Health & Safety Information**

Induction & Site Induction Programme: The purpose of the induction programme is to introduce colleagues and the McSence Group and aims to provide support to help the new employee become fully integrated as quickly and easily as possible, to be able to work safely and to become a competent practitioner in their role. All new staff, whatever level they work at, will receive an induction within their initial period with the company and will be given such training as is necessary according to the nature of their job and in the light of their own previous training and experience. The same will apply to staff promoted or transferred where the nature of their new duties requires a further element of training and this will be done either before or as soon after the job change as possible. The programme will normally incorporate the following elements:

- ✚ An introduction to the McSence Group
- ✚ Health, Safety, Environmental & Quality (HSEQ) Awareness
- ✚ Health, Safety, Environmental & Quality (HSEQ) Policies & Procedures
- ✚ Welfare at work

- ✦ Terms & conditions of employment and job description
- ✦ Mandatory Training Modules
- ✦ On the job training
- ✦ An introduction to all departments and teams
- ✦ Probationary evaluation

Training Costs: Employees attending and completing the induction and any mandatory training, the full training costs and attendance at the training are paid for by the company. However, if an employee leaves within 3 months of commencement of employment, these costs will be deducted from their final salary.

Training Fees & Agreement: Provision of some types of training or study will be subject to a 'Training Fees Agreement' and the repayment of fees should you leave the Company. You will be advised if this applies to you.

Performance Management: McSence Group is committed to effective performance management. A key part of this process is the formal identification of Continuous Professional Development (CPD) and training. This may include gaining a professional or vocational qualification, skills training, project work, or taking on new responsibilities. The McSence Group's appraisal and the resulting discussions between staff and their Line Managers will continue as part of how training, and development needs are identified and reviewed. All staff should take the opportunities of such interviews to discuss openly with their Line Manager their own aims and ambitions and views on further training needs. It is the responsibility of Line Managers to ensure that all employees who report to them are competent and compliant where required to perform allocated tasks correctly and safely. Any employee is free at any time to discuss training needs or development objectives with their Line Manager.

Continuous Professional Development (CPD): All individuals are encouraged to undertake Continuous Professional Development (CPD), as this can be fulfilling as well as beneficial to both the individual and the organisation. This may include working on a project, making presentations to colleagues, undertaking voluntary work for a different organisation, e-learning, or studying for a qualification beyond the requirements of the job. Requests for support for self-development will be considered on an individual basis. The level of support will be determined by the following criteria:

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| ✦ Impact on the individual's work | ✦ Work performance |
| ✦ Impact on the team | ✦ Length of service |
| ✦ Relevance to the job | ✦ Cost |
| ✦ Capability | |

Training & Development Evaluation: Immediately after the end of the training or other developmental activity, an evaluation should be completed by the individual either with or put in writing to their line manager. Where the course or developmental activity is provided, and evaluation carried out by an external provider out with the McSence Group, an additional evaluation form should be completed prior to the next supervision. Evaluation of training and development plays a key role in quality control by providing feedback on:

- ✦ The effectiveness of methods used
- ✦ The achievement of objectives set
- ✦ If the needs originally identified at individual, team and/or organisational level have been met

Complaints About Training: There two ways to complain about the training services provided by the McSence Group which are either informally or formally. The approach used will depend upon the nature and severity of the complaint and it is not necessary to have follow the informal approach before evoking the formal approach. Details are summarised below:

Stage 1 - Informal Complaint: The person complaining about our training services may consider any of the following approaches and in all cases, should record the details of their concerns:

- ✦ Make a direct approach to the trainer either in person or in writing / email explaining the circumstances of the complaint and impact
- ✦ Make a direct approach to the training manager either in person or in writing / email explaining the circumstances of the complaint and impact
- ✦ Make a direct approach to the trainer and/or training manager accompanied by a colleague for support.

- ✦ Raise the concerns with immediate line manager and ask them to deal with the issues raised on an informal basis directly with the trainer, training team and/or the training manager

Stage 2 - Formal Unresolved or Complex Complaints: Unresolved complaints at stage 1, or more complex complaints which require detailed investigation, then the formal route can be taken. Under the formal procedure, complaint should be made in the first instance to your immediate Line Manager. An investigation will then be made into the allegations where the complaint will be thoroughly and impartially investigated. Each side will have the opportunity to put their case forward and the outcome will be advised within a maximum of 21 working days.

Appeals: Following a complaint, all employees have the right to appeal. The employees can appeal, by providing written notification to a member of the Senior Management Team, within 7 days of receiving the written confirmation clearly stating the grounds for appeal. Employees should note that the appeal hearing is to focus on specific factors which the employee feels have received insufficient consideration, such as:

- ✦ An inconsistent decision
- ✦ Inappropriate or harsh decision
- ✦ Extenuating circumstances

If the Appeal is successful, the decision and any action must be implemented immediately and recorded in the individual's personal file. If the Appeal Manager overturns a decision to dismiss then the employee will be reinstated with immediate effect. All Appeal decisions are final.

Company Intranet – Staff Zone: All the McSence Groups policies, procedures, handbooks are available on-line to all employees on the McSence Group's Staff Zone Intranet via our website [Login | McSence](#)

Compliance: Failure to comply with the provisions of this Policy may result in Disciplinary proceedings.



McSence Group Signatory:

David Maxwell | Chief Executive

McSence Group - McSence Communication Ltd, McSence Ltd, McSence Services Ltd & McSence Workspace Ltd

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Policy Amendments & Revisions: This policy will be reviewed annually and, if necessary, revised in the light of legislative or organisational changes. Improvements will be made by learning from experience and the use of an established annual review. Should any amendments, revisions, or updates be made to this policy it is the responsibility of the Company Senior Management Team (SMT) to see that all relevant employees receive notice and training if necessary.