

Training Policy

1. Introduction

- 1.1 Altaira is committed to providing staff with training and resources appropriate to their position.
- 1.2 This policy ensures that staff are provided with training and resources appropriate to their position and identified business need.

2. Responsibilities

2.1 The Director and Head of Compliance and Education are responsible for:

- Reviewing the training schedule annually

2.2 The Head of Compliance and Education is responsible for:

- Undertaking a training needs analysis annually
- Maintaining the online document library
- Advising staff of any changes to documents or new documents

3. Requirements

3.1 All staff are required to complete initial and ongoing training as per the Mandatory Checks Policy.

3.2 The training schedule is reviewed annually by the Director and Head of Compliance and Education with regard to the following:

- Analysis of incidents, hazards and near misses
- Audits
- Client Satisfaction Survey
- Employee Satisfaction Survey
- Quality Initiatives
- Performance appraisals

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3.3 Resources are uploaded to Altura LMS or EntireHR for staff to access under their login. Staff are made aware of any new documents or changes to documents via email.

3.4 Staff are informed of any urgent or immediate changes affecting work processes via email.

3.5 Records are kept as per the Mandatory Checks Policy.

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