



Committee Approver	Operations Committee
Stakeholder Consultation	Joint Consultative Committee
Date Approved	October 2021
Classification	Policy
Title	Learning & Development Policy
Revision Date	August 2021
Revised by	HR/OD Manager
Next Revision Date	October 2024
Related Documents	Capability Policy & Procedure Appraisal Policy Recruitment Policy Equality & Diversity Policy
Location of Electronic Copy	F:\Live Polices\HR

## 1. Viewpoint's Values

Viewpoint is here to help people enjoy their later years. Everything we do is about realising this vision, which is supported by the following set of straightforward values:

- Inspire with positive smiles and words;
- Say 'yes I can and I will';
- Celebrate experience, age and wisdom;
- Do according to our customers' wishes and ambitions;
- Treat people (everyone is a VIP) as we would a loved one;
- Work hard, have fun and laugh;
- Stay creative, courageous and ahead of the game; and
- Work with those that share our values.

These promises shape us. They're a commitment to our tenants, residents, staff and suppliers. They are fundamental to every single plan, decision and project we embark on.

## 2. Policy Statement

Viewpoint's learning and development (L&D) strategy is based on our corporate vision: '*Joy in later years*'. Viewpoint will respond creatively to the challenges arising from changing regulatory standards, changing demographics and other external drivers. Employees will be expected to take more responsibility for their own development to help meet regulatory standards.

A training needs analysis will be undertaken on an annual basis to determine all the training needs required in a given period.

Viewpoints' approach is to have a well-trained, qualified and motivated staff team that welcomes feedback and embraces change. To achieve this Viewpoint will:

- Commit to equality of access to L&D opportunities;
- Encourage all members of staff to achieve at least the minimum qualifications specified in their job description;
- Ensure that Viewpoint meets the sector qualification quotas;
- Emphasise the development of strong, open and supportive leadership skills within the management team;
- Use mistakes as learning opportunities and celebrate successes;
- Ensure that customer orientated service is at the centre of all of Viewpoints' learning and development activities; and
- Actively encourage employees to take responsibility for their personal and professional development;

- Commit to achieving Investors in People awards (IIP), or another quality kite mark which supports Viewpoint to evidence investment in its people;
- Encourage employees to follow their personal development and ensure that their learning is sufficient to maintain their membership of relevant statutory registers e.g. NMC, SSSC; and
- Ensure that all staff are fully aware of their obligations in relation to statutory fire, health & safety and core training standards

### **3. Aim**

Viewpoint believes that learning and development is an integral part of its strategic plan. The central aims of this policy are to:

- Meet or exceed regulatory standards;
- Develop staff skills to enable Viewpoint to provide new, high quality, innovative services; and
- Encourage employees to take more responsibility for their own learning and development

This policy does not form part of any employee's contract of employment and we may amend it at any time.

### **4. Legislation/related policies**

This policy should be read in conjunction with Viewpoint's Learning & Development Strategy.

### **5. Scope**

The L&D Policy applies to all permanent and temporary employees. The CEO, in consultation with the Executive Team and any relevant managers, will have discretion to apply it to pool staff, volunteers and people on placements.

### **6. Compliance & Support**

Viewpoint will ensure that:

- A copy of this policy, and the procedure which supports it, shall be made available to all employees;
- There is a reference copy of this policy, and the procedure which supports it, accessible on Viewpoint's e-learning system and with HR at all times.
- This policy, and the procedure which supports it, are updated regularly in accordance with best practice.
- Any changes to this policy will be notified to employees.

Viewpoint will ensure that:

- Existing managers receive training on this policy and the procedure which supports it;
- At induction, managers will receive an awareness on this policy and training will be provided as necessary; and
- All managers will be made aware when this policy changes and Viewpoint will arrange further training as appropriate.

Any breach of this Policy will be taken seriously and may result in disciplinary action. In circumstances where there are ongoing capability or performance issues, these will be dealt with under Viewpoint's Capability Policy and Procedure.

## **7. Equality Impact Assessment (EIA)**

Viewpoint is committed to providing equality and fairness for all of our people and we will not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, or any other protected characteristic.

No potential equalities issues have been identified in relation to the review of this policy, and consequently an EIA has not been completed.

## **8. Privacy Impact Assessment (PIA)**

No data protection implications have been identified in relation to the review of this policy, and consequently a PIA has not been completed.

## **9. Monitoring & Evaluation**

Viewpoint's Learning & Development Policy will be fair, reliable, robust and auditable, i.e. capable of scrutiny. Regular evaluation will be carried out to ensure expected outcomes are being achieved.

Viewpoint will ensure the policy is reviewed by the HR team to check legal compliance and fairness.