



## 4. Policy

**4.1** Tao Complex Care believes that continuous improvement of its services is dependent upon the continuous development of the skills of its workforce. Tao Complex Care will therefore review and plan for that continuous development.

**4.2** Tao Complex Care will ensure that it reviews (at least annually – see Business Plan for Tao Complex Care) its operational plan and objectives to ensure that all objectives are supported by appropriate training and development.

**4.3** Tao Complex Care will review the needs of its Service Users (at least annually or when changes occur) to ensure that all needs are supported by appropriate training and development.

**4.4** Tao Complex Care will review all requests for development against its objectives to ensure that the activity supports the achievement of its objectives.

Staff requesting development which is not required by organisational goals may be authorised by TAO Complex Care Limited for individual reasons, such as a reward for exceptional attendance or performance.

**4.5** Staff supported by Tao Complex Care to attend external courses will prepare a teaching summary of the course content and an evaluation within seven days of completion of the course. They will also deposit the course material or a copy of the same in a place accessible by all staff.

**4.6** Tao Complex Care will expect staff undergoing training to remain in employment for 12 months following the end of the training, otherwise a portion of the training costs will be recovered from the individual on termination.

**4.7** Tao Complex Care believes that in-house resources, in-house training, development events and support are the most effective way of achieving its aims and will use those strategies wherever possible. Tao Complex Care will also maintain a list of approved training providers.

**4.8** Tao Complex Care will complete an annual training needs analysis that will outline training requirements, who needs to complete training and how training will be delivered such as:

- | E-Learning
- | Face to face
- | Frequency
- | Training provider
- | Competencies

This approach enables Tao Complex Care to be flexible in ensuring individual learning styles can be catered for.