

Construction Helpline

7 - Continuing Professional Development Policy

Version 4

Staff Performance Review & CPD/Staff Development Policy

1. Purpose of the policy

Construction Skills Helpline is committed to delivering high quality training in the UK and we recognise that to achieve this requires the best staff to be working for us. The purpose of this policy is to outline the commitment Construction Skills Helpline has to managing its staff performance and to continuing staff development that will allow the achievement of both personal and company goals; and to indicate the roles that different parties play in the delivery of staff development.

2. Statement of commitment

Construction Skills Helpline is committed to sound performance management of its staff and the provision of staff development.

3. Scope

The performance management and continuing professional development policy will cover the following areas:

- To review staff performance at the end of the three months probationary period
- To appraise all staff individually on an annual basis The Company regards this as a vital and positive process, which enhances and focuses individual and corporate performance and progress towards personal and company KPI's. Both processes will be used to identify training and development needs.
- The entire procedure will be carried out observing complete confidentiality. Construction Skills Helpline is committed to giving its staff opportunities for professional development through the provision of good management practices, regular supervision, and relevant training.

The key purpose of staff development is to facilitate personal and professional development enabling individuals and groups to achieve their full potential.

4. Performance Review

4.1 Probationary period

- The Director of Delivery will have informal discussions with new employees during the first three months of employment to review performance and deal with any problems that may arise.
- At the end of the three months' probationary period the Director of Delivery hold a formal interview with the new member of staff and complete a Three Months Probationary Review Form. Staff will be informed verbally and in writing if they have successfully completed the probationary period.
- If the employee has not reached the required standard the probationary period may be extended by three months. During this time the Director of Delivery will arrange any training or development that will enable the employee to reach the required standard.

- If the Director of Delivery does not feel that the member of staff can reach the required standard even with help, they will have a discussion the employee with a view to terminating the employment contract. Employment contracts can only be terminated by the CEO following advice from the Director of Delivery .

4.2 Annual Appraisal

- Staff appraisals are to be completed annually. All staff who have been employed by Construction Helpline for more than six months at the start of the financial year are to be appraised.
- The Director is responsible for the individual to be appraised will be responsible for ensuring that an 'Invitation to Appraisal' memo is issued to the appraisee.
- The appraiser (Director) will complete the appraisal form prior to the meeting and at the meeting there will be discussions on all the points covered by the appraisal form.
- The appraisee is expected to have considered their own performance over the past year and to bring to the interview their thoughts regarding objectives/deadlines for the next year and their training and development needs.
- The appraisal interview is to take place in private at a time suitable to both parties.
- At the appraisal interview, the appraiser is to ensure the following areas are covered:
 - Confirm the purpose of the appraisal
 - Discuss the objectives set at the previous appraisal (if appropriate)
 - Review the previous year's performance
 - Agree performance/business objectives for next twelve months (*see note 1*)
 - Identify and agree the appropriate training and development needs
 - Summarise the main points of the appraisal interview
- The appraiser must make sure that the appraisee is treated in a fair and impartial manner and that the entire year's performance is measured.
- When the appraiser has completed the 'overall comments' section, the form should be passed to the appraisee to add their comments. The appraisee can ask for further discussion on issues raised during the appraisal if they wish to do so.
- Once the entire form has been completed it should be files securely and monitored by the Director as part of ongoing performance management activity
- In the event of the appraisee strongly disputing the appraisal report, they may invoke the grievance procedure in the employee handbook.

5. Continuing Professional Development CPD

Construction Skills Helpline achievements are based largely on the contribution, commitment, and achievements of members of its staff, working as individuals and as a team.

Staff development includes any activity which contributes to the enhancement of their knowledge, skills, competence, or working practices, eg courses, development programmes, vocational training, structured staff development activities, attendance at meetings and conferences, EV visits and audits, curriculum enhancement and active involvement with professional bodies.

Staff development is a key contributor to the success of individuals and ultimately to the success of the Construction Skills Helpline as a whole. This is important for Construction Skills Helpline in maintaining and enhancing reputation in successful delivery.

The Director will identify the Training and Development Priorities which will be up-dated each year and will state the training priorities for the year. An annual budget will be set each year as part of the Strategic Planning process.

- Staff training needs will be discussed at employees' annual appraisals and will also have been identified from teaching observations and internal verification processes.
- Applications for training and development should be made to the Director and should carry their agreement before attending any training
- All training programmes must be reviewed using the Review of Training and Development form and through discussions with the Director
- All staff will maintain a CPD Log and share with their Director at the annual appraisals

(Note 1)

Staff involved in teaching and assessment activities

As part of the quality assurance strategy of CHL training programmes, staff involved in the delivery of training and assessment activities will fall under two separate quality assurance activities as follows:

- Observation of teaching, Learning and Assessment – (policy number)
- Internal Verification – (policy number)

The feedback and action plan from these activities will feed into the annual performance appraisal

6. Equality

There will be equality of access to staff development opportunities for all CHL staff. No member of staff will be treated less favourably on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability, sexual orientation, religion, or age.

7. Involvement in staff development

The following have a role in staff development:

- individuals
- Directors
- other funders and consortiums

8. Role of the individual

When individuals are appointed to a new role, an assessment of their skills and the duties that they are to perform will lead naturally to the identification of their needs for training and staff development. In addition, development needs may be identified in a variety of ways, e.g. by skills audit, by appraisal, by feedback from others, and by reflection on current practice.

Individual members of staff from CHL are encouraged to take responsibility for their own professional and career development guided by EV', directors and audits.

9. Quality Assurance

The directors of CHL will evaluate its provision by verbal feedback, questionnaire, feedback from others and self-assessment, and appraisals. This assurance will be carried out every 3 months.

