



Falcon

TRAINING POLICY

Revised By:	Charlotte Smith
Date:	May 2026
Significant Revisions:	None
Reviewed and Signed Off By:	HR/Peninsula
Next Review Date:	May 2028

Table of Contents

1. Induction
2. Training Costs
3. Developing Professional Interest
4. Professional Qualification / Higher Education
5. In House Annual Training Program
6. External Training
7. Affiliation Training
8. Staff Produced Training
9. Attendance
10. Training Programs:
 - 10.1 - *Induction Training*
 - 10.2 - *Core Training*
 - 10.3 - *Annual Training*
 - 10.4 - *Individual*
 - 10.5 - *Volunteer*

Commitment to Training

Falcon Support Services is firmly committed to delivering high quality services for vulnerable adults. To do this, we are equally committed to training staff so that they can give their best, thereby achieving job satisfaction.

At the commencement of your employment, you will receive training for your specific role, and as your employment progresses your skills may be extended to encompass new job activities within the business.

1. Induction

All new staff are expected to complete the full induction training programme within the first 6 months of employment to ensure competency in the workplace and have a sound knowledge of Falcon Support Services key policies and working practices.

2. Training costs

The cost of induction training will be borne by the Charity, however if for any reason you resign before your three-month probation review period this will be deducted from any monies outstanding to you.

3. Developing Professional Interests

Falcon Support Services also encourages staff to develop expertise in areas where they have previous experience, particular skills, or distinct interest. As such external training opportunities are encouraged and sought.

4. Professional Qualifications/Higher Education

Falcon Support Services encourages staff to obtain professional qualifications and as such we will endeavour to support staff to undertake higher education opportunities by being flexible with their working hours in order to accommodate this.

5. In House Annual Training Program and Refresher Training

An annual training program is put together by the Training Manager and staff are encouraged to participate in suggesting subjects to be covered and / or the order in which training should take place. Refresher training is also offered to all staff and must be completed within 3 months of expiry.

6. External Training

Staff who have identified external training opportunities which they feel would be of benefit to their working practices and / or other workers are encouraged to apply for permission to attend. In addition, we encourage employees to undertake external training courses where the training may further their career with us. Financial assistance may be provided where your manager believes that the performance of the Charity will benefit from your progression. Where it is provided, this will be subject to a training agreement which requires repayment by you to the Charity of the cost of the training on a sliding scale in the event of the termination of your employment. Further details are available from your manager.

7. Affiliation Training

Falcon Support Services is affiliated to several organisations that provide specialist training on housing issues. All staff are encouraged to attend these courses and line managers are responsible for identifying courses that are appropriate for specific members of staff.

8. Staff Produced Training

Falcon Support Services accepts that some members of the staff team have particular areas of expertise that would be of benefit to the team as a whole. In these cases, staff will be encouraged to prepare training for other workers so that skill sharing is clearly on the agenda.

9. Attendance

Attendance on some courses is compulsory, and staff will be informed of this when the training is booked. Every effort will be made to arrange such training when no one is on annual leave. Annual leave or TOIL will not be granted once such training has been booked. It will be a matter of disciplinary if staff do not attend without good cause and any charges incurred by Falcon Support Services will be charged back to the employee.

10. Training Programme

10.1 - Induction Training

The induction consists of a full week programme designed to provide maximum coverage of Falcon Support Services procedures and job role activities so that the new employee can settle in as quickly as possible and start to carry out their duties effectively. This will also include site and introduction to HR and site inductions.

- Fire Awareness
- Prevent
- Suicide Awareness
- Health and Safety
- Lone Working
- GDPR
- Confidentiality
- Blood Born Virus and Bodily fluid Clean Up Sharps Awareness
- Professional Boundaries
- Inform
- Naloxone
- Safeguarding and Mental Capacity Act
- Equality and diversity
- Emergency First Aid at Work

Introduction to HR - To be completed as part of induction week

- Job description
- Contract
- HR online
- Timesheets
- Sickness forms
- Holiday request

- Supervision/appraisal
- New employee/change of details
- Expenses form
- Email log in
- Staff ID badges
- Company emails

Site of employment - General health and safety briefing including.

- Fire evacuation,
- Building security,
- Risk assessments,
- Lifeline,
- Worksafe
- CCTV
- Explanation of Project
- Read and sign job specific policies and procedures
- Kitchen induction/food hygiene
- Ice pack location
- Key storage/location

Shadow shifts at site of employment - (Covering with an active support worker)

- Client Risk Assessments
- Support Planning/Action Plans/Move-on Plans
- Opportunities Local Community engagement
- Key working
- Accommodation Charges/Benefits/service charge/personal
- Support interventions

10.2 - Core Training Program

The core training programme consists of those training sessions which Falcon Support Services deems to be vital to the employee and their ability to carry out their duties effectively.

- Drug and Alcohol Awareness
- Mental Health First Aid
- Support Planning
- Coaching and mentoring
- Dealing with aggression
- Communication
- Psychologically informed environment
- Complex traumas

10.3 - Annual Training Program

The annual training programme consists of regular staff team training sessions delivering understanding of Falcon Support Services policies and allowing staff the opportunity to take part in the review and updating of existing policies. Should any training be identified which all staff would benefit from then it would also be included in this programme.

10.4 - Individual Training Programmes

Individual training requirements are discussed with the Line Manager during monthly supervision sessions and the annual appraisal. As part of the annual appraisal a personal development plan will be discussed and agreed upon. As far as is possible and within the constraints of Falcon Support Services training budget the Training Co-ordinator will devise an individual training programme to meet these requirements.

10.5 - Volunteers

All volunteers undergo an appropriate induction programme according to their proposed volunteer role. Volunteers will be made aware of training opportunities being offered to the staff team and encouraged to attend. Falcon Support Services, where appropriate, may approach certain volunteers with specific training opportunities if it is felt it will improve their capability and advance their future employment opportunities