

Training Policy

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Purpose

In order for policies and procedures to be complied with and followed, the relevant parties need to be aware of them and understand their content. DE Photo (Franchising) Ltd (referred to as the company here after) use training to make sure the relevant parties have this knowledge. This policy states the company's approach to training and it defines what is considered to be essential training, when it should be renewed and how the training is to be delivered. This policy also states the objectives for training and development and what responsibilities the various parties have in relation to training and continuous development.

Scope

This policy applies to employees, franchisees, contractors, consultants, temporaries, and other workers at The Company, including all personnel affiliated with third parties. The requirements for statutory/mandatory training includes induction applying to all directly employed staff including temporary, third party and contractor staff.

Non-mandatory training arrangements apply to all permanent staff. If the human resources dept. deems it necessary, then non-mandatory training can be made available to temporary staff.

Definitions

Statutory training - Training which an employer is required to deliver and is determined by legislation, to ensure the safety of the workforce and protect the rights of staff, employers and clients.

Mandatory training - Training which an employer requires its staff to receive to ensure that its workforce is competent to deliver the services of the organisation.

Awareness training – Training which an employee receives to increase awareness of particular situations and scenarios within their working environment.

Staff Training and Development - Used to include all activities which aim to assist staff to maintain, update and enhance their knowledge, skills and capabilities.

Roles & Responsibilities

Top Management

Key decision makers in the company that can allocate resources and direct company policy. They must ensure that the necessary resources are allocated and developed in such a way that the training objectives of this policy can be met.

Human resources department (HR dept.)

As the department in charge of managing staff they have a responsibility for the implementation of this policy. The responsibilities are:

- To advise the top management of any potential risks of failing to deliver the training to staff.
- To manage and analyse the training needs annual process and to plan, develop and monitor the training and continuous development activities in conjunction with key staff.
- To manage induction training and any mandatory/statutory training
- To monitor staff attendances and compliance regarding mandatory/statutory training and take action where appropriate.

Information Security department

The department in charge of managing information security in compliance with company policy.

- To assist the HR dept. in assessing the risks to information security.
- To assess the suitability of proposed training programs that fall under their expertise.
- To assess the effectiveness of training that falls within the scope of information security.

All staff

Any employees, franchisees, contractors, consultants, temporary staff, and other workers at the company, they must:

- Take responsibility for their own training and development, including attending relevant induction and mandatory/statutory training events.
- Make all needed arrangements to attend training.
- Seek appropriate authorisation where needed to attend training or to make time for training and personal development strategies.
- Inform the HR of any special needs or difficulties they may have when undertaking training.

Policy

Training objectives

The company provides training to meet the following goals;

- To ensure all parties have knowledge of the company policies and procedures and their responsibilities and obligations related to these in order to strengthen and support data protection and information security.
- To make sure all parties perform their duties in a safe and competent manner in order to minimise the risk of non-compliance.
- To meet any obligations whether they are contractual, legislative or part of a code of conduct.
- To ensure all parties have the most up to date knowledge in appropriate and relevant fields.
- To improve and develop staff skills in relevant areas.

Training process

Identifying a need for training

Whenever there are changes to the company, all depts. should consider the change objectives and review the programs in place to assess if they meet the needed requirements for training. Examples of changes that should trigger a training review include but are not limited to:

- Changes to core business operations
- Introduction of new legislation
- Implementation of new technologies
- The emergence of new threats
- A security incident within the company
- New contractual obligations
- Changes to policies, procedures or plans
- New development projects

Where there is a need for new training, there will be requirements including a budget, timeline and content. These requirements should be approved by the HR dept. and documented.

Choosing appropriate training

When choosing a new training program after identifying the needs, the suitability of the training program should be considered. For a training program to be appropriate it must meet the following criteria:

- The course content must meet the identified need.
- The cost of the course should be not exceed the budget for training.
- The delivery method of the course should meet requirements.
- There must be records of all members attending the training.
- There must be a method to assess the effectiveness of the training.
- Any technologies used by the training will need to be approved.
- Persons that undergo the training can meet the course requirements.
- Allowances are made for persons with special requirements.

Any courses or training programs that are considered must be documented.

Scheduling and enrolment

Once a training program has been selected, the HR dept. should create a schedule and draw up a list of personnel that need to be enrolled on training. The personnel and their line managers should then be informed of enrolment in the training schedule and be made aware of their individual responsibilities. This communication should be made in line with the Communication Policy and records will need to be kept. These records should be kept for the duration of employment/contract plus a period of 12 months.

Training Records

Where any personnel undergoes training, full records should be kept of what training was undertaken, when it was taken, the justification for the training and when/if the training needs to be renewed/reviewed. These records should be kept for the duration of employment/contract plus a period of 12 months.

Testing training

Where appropriate, the HR dept. should conduct regular tests to make sure that personnel that have undergone training have understood and retained that knowledge. The results of these tests should be kept and if personnel fail these tests appropriate actions will need to be taken.

Renewing training

Where there is a need, training should be renewed at appropriate intervals. This should be stated in the training schedule and personnel and line managers have responsibility to comply with this need. Records of renewed training courses should be kept for the duration of employment or contract plus a period of 12 months.

Required Training

Induction training

Where the role of any employees, franchisees, contractors, consultants, temporaries, and other workers at the company changes or if a new person is brought into one of these roles they must undergo a process of induction which is to include the training that is appropriate for the role.

Responsibility driven training

All employees, franchisees, contractors, consultants, temporaries, and other workers at the company must undertake training in line with their responsibilities. Examples of the responsibilities includes but not limited to:

- Handling personal identifiable information
- Handling payments
- Moving heavy equipment
- Driving, piloting or controlling vehicles
- Electrical work

Awareness Training

All employees, franchisees, contractors, consultants, temporaries, and other workers at the company must undertake training to make them aware of certain topics. Awareness training should cover:

- Information security threats
- Health and safety information
- Laws and compliance
- Procedure and policy

Competence Training

Where there is a competency requirement for a role, employees, contractors, consultants, temporaries, and other workers at the company must undertake training to ensure their competence. Such training should be approved by a certification body and a certificate should be provided as proof of completing the course. These certificates should be recorded in the certificate register along with any requirements needed to maintain the certificate.

Additional Training

All additional training will be set out and decided by the HR dept. and top management when needed. When additional training is needed due to changes in legislation or data protection or when new technologies become available, this policy and any supporting documents must be updated to be brought in-line with these needs.

Compliance

Compliance Measurement

Compliance to this policy will be audited through various methods, including but not limited to, periodic training, video monitoring, business reports, internal and external audits, and feedback to the policy owner.

Exceptions

Any exception to the policy must be approved by the information security dept. in advance and recorded in this policy.

Non-Compliance

Compliance with this policy is not optional. Any employees or franchisees that are found to have violated this policy will be subject to the disciplinary terms detailed in the Data Protection Policy in line with the severity of the offence and the damages caused.

Contractors or related third parties that are found to have violated this policy will be liable for damages as laid out in the contract terms and may be subject to legal actions.

Management and Review

This document must be reviewed at least annually or earlier if there is a change to systems or if there is a need to update policies due to enhancements in security, software or additions to legislation.

Last Review Date: 16/05/2018

Next Review Date: 16/05/2019