



WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Review Sheet		
Last Reviewed 06 Dec '22	Last Amended 06 Dec '22	Next Planned Review in 12 months, or sooner as required.
Business impact	<p>Minimal action required circulate information amongst relevant parties.</p> <p>LOW IMPACT</p>	
Reason for this review	Scheduled review	
Were changes made?	Yes	
Summary:	This policy will support the training requirements for staff. A Reflective Learning Record has been added to the forms section to record key learning messages and other evidence of learning and reflective practice. References have been checked and updated.	
Relevant legislation:	<ul style="list-style-type: none"> • Health and Care Act 2022 • The Care Act 2014 • The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 	
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> • Author: Skills for Care, (2022), <i>Culturally Appropriate Care</i>. [Online] Available from: https://www.skillsforcare.org.uk/Developing-your-workforce/Care-topics/Culturally-Appropriate-Care/Culturally-Appropriate-Care.aspx?_cldee=igFgzllnngKKbpmNVMAM4yVQe9X7pg62R487cEony6ZeZpekuBQSwW_I1Rgo90aD&-472987665b54e91180df005056877cb9-8f308a3450a247e99de6ad9eebb3260c&esid=f461d2b1-2655-ed11-9562-0022481b55ca [Accessed: 6/12/2022] • Author: Health Education England (HEE), (2022), <i>The Oliver McGowan Mandatory Training in Learning Disability and Autism</i>. [Online] Available from: https://www.hee.nhs.uk/our-work/learning-disability/oliver-mcgowan-mandatory-training-learning-disability-autism [Accessed: 6/12/2022] • Author: SKILLS FOR CARE, (2022), <i>Core and mandatory training</i>. [Online] Available from: https://www.skillsforcare.org.uk/Learning-development/Guide-to-developing-your-staff/Core-and-mandatory-training.aspx [Accessed: 6/12/2022] • Author: Care Quality Commission, (2022), <i>Regulation 18: Staffing - Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 18</i>. [Online] Available from: https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-18-staffing [Accessed: 6/12/2022] • Author: Skills for Care, (2016), <i>Care Certificate</i>. [Online] Available from: https://www.skillsforcare.org.uk/Learning-development/inducting-staff/care-certificate/Care-Certificate.aspx [Accessed: 6/12/2022] • Author: Care Quality Commission, (2016), <i>CQC's position on the Care Certificate</i>. [Online] Available from: https://www.cqc.org.uk/sites/default/files/20150318_one_page_cqc_position_care_certificate [Accessed: 6/12/2022] • Author: Skills for Care, (2018), <i>The Care Certificate Mapping</i>. [Online] Available from: https://www.skillsforcare.org.uk/Documents/Learning-and-development/Care-Certificate/The-Care-Certificate-Mapping.pdf [Accessed: 6/12/2022] 	
Suggested action:	<ul style="list-style-type: none"> • Encourage sharing the policy through the use of the QCS App 	
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.	

This document is uncontrolled once printed, see your online system





WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.



1. Purpose

1.1 To formalise the training needs of Master Care Ltd based on regulatory requirements and service needs and to formalise the methods for identifying training needs for all staff groups.

1.2 To identify the training opportunities for staff and provide a framework for annual planning and review. This includes:

- | Induction
- | Mandatory training
- | Refresher training
- | Specialist training
- | Vocational training

1.3 To support Master Care Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
EFFECTIVE	E1: Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?

1.4 To meet the legal requirements of the regulated activities that {Master Care Ltd} is registered to provide:

- | Health and Care Act 2022
- | The Care Act 2014
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014



2. Scope

2.1 The following roles may be affected by this policy:

- | All staff

2.2 The following Service Users may be affected by this policy:

- | Service Users

2.3 The following stakeholders may be affected by this policy:

- | Commissioners
- | Local Authority
- | NHS



3. Objectives

3.1 Master Care Ltd ensures that all staff are in possession of the knowledge, skills and experience necessary to perform their jobs to the standards Master Care Ltd and Service Users expect.

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.



4. Policy

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

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

4.3 Master Care Ltd 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 Master Care Ltd 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 for individual reasons, such as a reward for exceptional attendance or performance.

4.5 Staff supported by Master Care Ltd 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 Master Care Ltd 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 Master Care Ltd 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.

Master Care Ltd will also maintain a list of approved training providers.

4.8 Master Care Ltd 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 Master Care Ltd to be flexible in ensuring individual learning styles can be catered for.



WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.



5. Procedure

5.1 Training Entitlement

- | Staff are entitled to a minimum of 3 days paid training per year, including:
 - | Induction training
 - | In-house mandatory, role and service-specific, specialist training
 - | Competencies/observations and feedback
- | Focused personal development, such as recorded and focused supervisions and individual coaching also count towards training time and will be recorded as such
- | All staff will receive training in their roles and this training will ensure that certain standards of competence are met

5.2 Induction

It is the responsibility of the line manager to ensure that new staff are welcomed to the team and take part in an appropriate onboarding and induction programme, although it is not expected that they will cover all elements personally.

will communicate with other staff at Master Care Ltd about any new staff who will be starting and completing their induction.

New staff will be provided with a written plan of induction setting out what is entailed, the location and who will support them through the process. The induction programme will comply with legislation and staff will be aware of their expectations and responsibilities around its completion.

Further information can be found in the Induction and Onboarding Policy and Procedure at Master Care Ltd.

5.3 Mandatory Training

As part of the training needs analysis at Master Care Ltd, will take into account [skills for care](#) guidance on core and mandatory training in order to produce an annual plan of training.

All staff will be required to undergo any training that is defined as mandatory. This training may include competency assessments and periodic refresher training as defined within the training needs analysis at Master Care Ltd.

5.4 Specialist/Role-Specific Training

Further to the training needs analysis, will also outline training that is required to meet the very specialist needs of both Service Users and specialist roles, defined within business and job role functions.

This may include:

- | Working at height and specialist health and safety courses
- | Epilepsy, rescue medication or other specialist health-related conditions and interventions
- | Role-specific training that requires specialist knowledge such as cyber security and data processing

Specialist training may also materialise through regulatory requirements. The Government has now introduced a requirement for CQC registered service providers to ensure their employees receive learning disability and autism training appropriate to their role. This is to ensure that the health and social care workforce has the right skills and knowledge to provide safe, compassionate and informed care to autistic people and people with a learning disability. This requirement is set out in the Health and Care Act 2022. Further information can be found on the Health Education England (HEE) website about the [Oliver McGowan Mandatory Training in Learning Disability and Autism](#).

In addition, culturally appropriate care training resources have also been launched by Skills for Care and will support with embedding culturally appropriate care in everyday good practice by staff. Reference to this can be found in the Underpinning Knowledge section of this policy.

5.5 Support to Complete Training

Master Care Ltd offers support for staff as part of ongoing training development. Supervisions, personal development plans and annual appraisals will assist to ensure staff are receiving appropriate levels of support, complete any required training and provide a forum for confidential discussion on individuals' support needs.

5.6 Staff undergoing training will be given the Training Approval Form which can be found in the Forms section of this policy. They will have the recovery scheme explained to them and will be asked to sign the form. If the member of staff refuses to sign the form, the uptake of the training will be at the direction of alone.

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

5.7 All staff who attend off site courses will be asked to complete the Training Approval Form which includes an evaluation. The teaching summary, together with all course material (or a copy of the material), will be packaged in a wallet-file and stored in a place accessible for reference by other members of staff in accordance with the training philosophy at Master Care Ltd.

5.8 All staff who attend in-house courses will be asked to complete a course appraisal form.

5.9 Master Care Ltd believes that all members of staff must participate in the identification and dissemination of best practice in their work area. Accordingly, staff will be polled to identify those persons with interests in a specific skill area, or specialist skills, who will then be appointed and recognised as 'Specialists' in that area. The 'Specialists' will:

- 1 Receive prioritised access to all training and development in their specialist area
- 1 Be funded, within the training plan and training budget, to access such training and research the specialism
- 1 Receive training in coaching, training and presentation skills
- 1 Be responsible for the dissemination of the specialist information to all other staff
- 1 Be responsible for identifying sources of best practice and publicising that standard within Master Care Ltd

5.10 The most common form of training at Master Care Ltd is on-the-job training provided by colleagues and team leaders. All members of staff are expected to co-operate in training newcomers.

Master Care Ltd gives regular tuition on coaching skills. Staff with management responsibility will ensure that all relevant members of staff receive such tuition.

5.11 Periodically, Master Care Ltd will organise short courses in house, usually where a group of staff require specific additional knowledge or training (e.g. changes in procedures, the introduction of new equipment, and courses for newly promoted supervisors).

A list of courses will be circulated to senior staff for each service/location who will be responsible for ensuring that regular updates are provided. Nominations for courses must be sent in writing to .

Suggestions for additional courses are welcomed.

5.12 Master Care Ltd provides a resource of training materials. All staff are requested to make use of these resources, taking care to return them as soon as possible to ensure that their availability to all is maintained.

5.13 Where it is found that staff are not completing training in line with the requirements at Master Care Ltd, the relevant HR policy and procedure at Master Care Ltd will be followed.



WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.



6. Definitions

6.1 Care Certificate

- | The Care Certificate is a set of standards that social care and health workers stick to in their daily working life. It is the minimum standards that must be covered as part of induction training of new care workers
- | The Care Certificate was developed jointly by Skills for Care, Health Education England and Skills for Health. It applies across all of social care and health and covers what is needed to be caring and gives staff a good basis from which they can develop their knowledge and skills
- | Designed with non-regulated workers in mind, the Care Certificate gives everyone the confidence that workers have the same induction - learning the same skills, knowledge and behaviours to provide compassionate, safe and high-quality care and support
- | Although the Care Certificate is designed for new staff, it also offers opportunities for existing staff to refresh or improve their knowledge
- | The standards cover 15 areas:
 - | Understand your role
 - | Your personal development
 - | Duty of care
 - | Equality and diversity
 - | Work in a person-centred way
 - | Communication
 - | Privacy and dignity
 - | Fluids and nutrition
 - | Awareness of mental health, dementia and learning disabilities
 - | Safeguarding adults
 - | Safeguarding children
 - | Basic life support
 - | Health and safety
 - | Handling information
 - | Infection prevention and control



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Master Care Ltd must ensure employees receive learning disability and autism training appropriate to their role
- | Course appraisal forms will be completed for all training undertaken
- | Staff with specific interests will be encouraged to undertake training in the identified area and to develop an understanding of best practice
- | Training is important to develop staff and to ensure that they all have the skills needed to undertake their role effectively
- | Individual staff training and development needs will be reviewed annually or more frequently dependent upon the needs of the Service Users
- | Access to training will be planned and based upon assessed need
- | All staff are entitled to at least 3 days paid training per year
- | It is expected that all staff will share the knowledge they have gained through training

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | You have the right to be supported by staff that are trained and competent to perform their roles
- | Master Care Ltd offers a suite of training for staff. We welcome your views on any ideas or suggestions regarding future training offered within Master Care Ltd



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

SCIE - Training, Learning and CPD for Health and Care:

<https://www.scie.org.uk/training/>

CQC - Inadequate Example: Staffing, Training:

<https://www.cqc.org.uk/guidance-providers/gps/inadequate-example-staffing-training>



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- | The wide understanding of the policy is enabled by proactive use of the QCS App
- | Highly specialised and individualistic training is provided
- | External courses are sourced to increase the 'best practice' knowledge of staff
- | Quality, not cost, is the driving factor in training provision
- | Staff report that they are encouraged to develop at Master Care Ltd and that training is embedded into care practice
- | Mandatory and minimum requirements for training are seen as that within Master Care Ltd and there are extensive opportunities for training
- | Master Care Ltd provides training for other services and is seen as a source of 'best practice'
- | Commissioners and other stakeholders consistently report that Master Care Ltd is innovative in how it delivers training

This document is uncontrolled once printed, see your online system



WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Training Approval Form - PR25	To be completed by staff undergoing training	QCS
Record of Statutory and Mandatory Training, Development and Qualifications - PR25	To record statutory and mandatory training of staff.	QCS
Organisational Training Needs Analysis/Plan - PR25	To review the training needs of the service.	QCS
Training Attendance Record - PR25	To record attendance at training	QCS
Reflective Learning Record - PR25	To record key learning messages and other evidence of reflective learning.	QCS

This document is uncontrolled once printed, see your online system

Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Please complete Part 1 of this form and submit it to for authorisation before committing to a training event. In order to assess the effectiveness of training courses, please complete Part 2 of this form after you have completed the course.						
Please complete the form and return it to:					Within 2 weeks of attending the course.	
Name:			Job Title:			
Address:			Course Organiser:			
Course Title:						
PART 1						
Identify the business goal or objective which will be supported by the proposed training activity:						
Describe the way in which the training activity supports the identified goal or objective:						
Training authorised by (Manager):					Date:	
PART 2 (to be completed by person attending)						
	Very Poor				Excellent	Score
Suitability of the level of the course	1	2	3	4	5	
How good was the course organisation?	1	2	3	4	5	
Did the presentation maintain your interest?	1	2	3	4	5	
Use of visual aids	1	2	3	4	5	
Use of practical examples	1	2	3	4	5	
Level of participation	1	2	3	4	5	
Describe how well the course/event achieved the objectives identified in Part 1 above:						

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

What did you expect to gain from the training?		
Did you achieve what you set out to?		
Name:	Date:	
Details of course / training:		
In consideration of being supported by my employer to attend a training course, I agree to remain employed by Master Care Ltd for a minimum of 12 months from the end of the course and undertake that if I leave my employment at any time before the end of this minimum period, then I will refund to my employers an amount proportionate to the unexpired portion of the contracted minimum period of service (calculated on a sliding scale) made up as follows: <ul style="list-style-type: none"> • The salary/wages, superannuation and National Insurance contributions paid by my employers in respect of my period of absence to attend the courses • The course fees for the full course of studies/training • Any relevant examination fees • Any grants towards the cost of textbooks paid to me or paid on my behalf by my employers • Any allowances or other expenses paid to me to enable me to attend the training course I also agree that Master Care Ltd has the right to deduct the outstanding amounts due under this agreement from my wages, or from other payments due to me on termination of my employment.		
Signed:	(employee)	Date:
Training authorised, signed:	(manager)	Date:

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.**Record of Statutory & Mandatory Training**

Name:		Job Title:					
Training/Course Title		Frequency	Completion/Renewal Dates				
Care Certificate		N/A					
Induction Training		N/A					
Basic Life Support							
Communication							
COSHH							
Data Protection/GDPR							
Dignity							
Equality/Diversity							
Fire Safety							
First Aid							
Food Hygiene							
Health and Safety							
Infection Control							
MCA/Liberty Safeguards							
Medication							
Moving/Handling	Objects						
	People						
Nutrition/Hydration							
Oral health							
Person Centred Care							
Positive Behaviours							
Recording/Reporting							
Safeguarding	Adults						
	Children						

This document is uncontrolled once printed, see your online system

Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Service Specific (If applicable)						
Training/Course Title	Frequency	Completion/Renewal Dates				
Alzheimers/Parkinsons						
Learning Disabilities and Autism						
Buccal Midazolam						
Catheter Care						
Continence Support						
Effective Communication						
End of Life						
Epilepsy						
Dementia						
Diabetes						
Disability Awareness						
Falls Awareness						
Lone Working						
Mental Health						
PEG Feeding						
Stroke						

This document is uncontrolled once printed, see your online system

Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Organisational Aims / Objectives (as identified in the Business Plan)			
No.	Aim / Objective	Requirements	Current Skills Available
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

This document is uncontrolled once printed, see your online system

Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Organisational Training SWOT Analysis	
Strengths	Weaknesses
Opportunities	Threats

Approved Training Providers			
Provider	Courses	Contact No.	Email

This document is uncontrolled once printed, see your online system

Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Training Key		Staffing Key												
F = Face-to-face	A = All	F = Field Care Supervisors				S = Senior Carers								
E = E-learning	O = Office	N = Nurses (where applicable)				C = Carers								
Identified Mandatory Training														
Course	Training Type		Trainer	Allocate to the following staff groups								Practical / Competency		
	F	E		A	N	S	C	F	O			Yes	No	
RQF Dip L2														
RQF Dip L3														
Care Certificate														
Basic Life Support														
Communication Needs														
COSHH														
GDPR														
Dignity														
Fire Safety														
First Aid 3 Day														
Food Hygiene														
Health & Safety														
Infection Control														
MCA / LPS														
Medication														
Moving & Handling	Objects													
	People													
Nutrition Hydration														
Oral Health														
Person Centred Care														
Positive Behaviour														
Records / Reporting														
Safeguarding	Adults													
	Children													

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Identified Service Specific Training													
Course	Training Type		Trainer	Allocate to the following staff groups								Practical / Competency	
	F	E		A	N	S	C	F	O			Yes	No
Alzheimers / Parkinsons													
Buccal Midazolam													
Catheter Care													
Continance Support													
Communication													
End of Life / Palliative													
Epilepsy													
Dementia													
Depression													
Diabetes													
Disability Awareness													
Falls Awareness													
Learning Disabilities and Autism													
Lone Working													
Mental Health													
Multiple Sclerosis													
PEG Feeding													
Stroke													

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Quarter One Training Plan

January			No of Staff Trained	Matrix Updated	
Planned Training	Dates Booked	Actual Training		Y	N
February			No of Staff Trained	Matrix Updated	
Planned Training	Dates Booked	Actual Training		Y	N
March			No of Staff Trained	Matrix Updated	
Planned Training	Dates Booked	Actual Training		Y	N

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Management Quarterly Review - Q1

--	--	--

Manager Sign:

Date:

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

This document is uncontrolled once printed, see your online system



This policy is Copyright © Quality Compliance Systems Ltd. 2018 (Last updated 2022) and is only licensed for use with a current Licence Certificate. If you have a current Licence Certificate, it can be accessed in your online account. Use without a current Licence Certificate is strictly prohibited.

Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Quarter Two Training Plan

April			No of Staff Trained	Matrix Updated	
Planned Training	Dates Booked	Actual Training		Y	N
May			No of Staff Trained	Matrix Updated	
Planned Training	Dates Booked	Actual Training		Y	N
June			No of Staff Trained	Matrix Updated	
Planned Training	Dates Booked	Actual Training		Y	N

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Management Quarterly Review - Q2

--	--	--	--

Manager Sign:		Date:	
----------------------	--	--------------	--

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Quarter Three Training Plan

July			No of Staff Trained	Matrix Updated	
Planned Training	Dates Booked	Actual Training		Y	N
August			No of Staff Trained	Matrix Updated	
Planned Training	Dates Booked	Actual Training		Y	N
September			No of Staff Trained	Matrix Updated	
Planned Training	Dates Booked	Actual Training		Y	N

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Management Quarterly Review - Q3

--	--	--	--

Manager Sign:

--

Date:

--

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Quarter Four Training Plan

October			No of Staff Trained	Matrix Updated	
Planned Training	Dates Booked	Actual Training		Y	N
November			No of Staff Trained	Matrix Updated	
Planned Training	Dates Booked	Actual Training		Y	N
December			No of Staff Trained	Matrix Updated	
Planned Training	Dates Booked	Actual Training		Y	N

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Management End of Year Review

--	--	--	--

Manager Sign:		Date:	
----------------------	--	--------------	--

This document is uncontrolled once printed, see your online system



Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Consider Rolfe’s cycle, the 'So What...What Now?' model



Staff Name:	
Job Title:	
Name of Supervisor:	
Job Title of Supervisor:	
Training Subject/Name of Course:	
Date of Training:	

Key Learning Messages
How did the training/learning session benefit you?
What do you already do well and what will you do more of?
What will you need to do differently as a result of this training/learning?
Identify a specific approach the trainer used and explain how you will apply this within your work – identify any new ideas that have come from this training/learning.

Master Care Ltd

WARNING: Your System details are incomplete and so the content of this policy may not be customised to your organisation.

How has this training course affected your perspective on your approach to service delivery?		
Next steps - what do you commit to do now after this learning?		
Final Comments and Sign Off		
The supervisor may like to comment on their observation on the staff member's development after the training. Is it clear that the training was beneficial to the staff member? Are any further training and support necessary?		
Summary:		
Staff Name:	Date:	Signed:
Supervisor Name:	Date:	Signed: