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| <b>Name of Policy</b>         | <b>Training</b>                      |
| <b>Responsible Officer</b>    | <b>Director</b>                      |
| <b>Date approved by Board</b> | <b>24<sup>th</sup> February 2026</b> |
| <b>Date of next Review</b>    | <b>February 2029</b>                 |
| <b>Section</b>                | <b>Corporate Services</b>            |

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## **1. Policy Objectives**

The Association is committed to having well-trained staff/committee members who have the necessary skills and knowledge to enable them to operate effectively in their respective roles. Staff/committee members will be encouraged to undertake training which can be role specific or related to personal development.

## **2. Staff Training**

Staff members will be given regular information on training courses provided by training organisations.

The Director and/or individual staff members will identify any areas that will help improve performance, aid personal development, and improve knowledge, skills, and aptitude. Training is an ongoing process and will be adapted to respond to changing needs, demands and circumstances.

Annually, the appraisal process will look to highlight areas where staff members are looking to develop to improve their role. It will also seek to establish how the staff member wishes to develop and if there is opportunity to offer training to allow them to develop within social housing.

In this manner, training will be based on current role, and the role one position immediately senior. The director may support training to accommodate a new role or a change in career direction within social housing, provided it will also benefit the Association.

## **3. Studying for Qualifications**

The criteria for studying for vocational training/professional qualifications is outlined in the EVH terms and conditions of employment. Courses considered appropriate to the needs of the Association may include:

- SNC/HNC Housing Administration
- Diploma in Housing Studies
- SNC/HNC Accountancy
- Block management courses offered through SHARE, leading to an accredited certificate.

The director, when agreeing and arranging for staff training, shall give consideration of the likely workload facing the team, and the commitments required by the staff member undertaking the training. Whilst some training may require time commitments outside work, there will be an expectation for some working time to be provided by the Association to help the staff members complete the course. This will be discussed and agreed prior to the training with the expectation being that the Associations needs must be

prioritised. For these reasons, it will be generally avoided for more than two staff members to be on advanced training courses at the same time.

#### **4. Management Committee**

The Association will carry out an annual effectiveness review to ensure that:

- The Management Committee operates effectively as a unit and has the necessary skills to ensure effective governance.
- Individual committee members are confident that they have the necessary skills to fulfill their role.
- We undertake effective reviews for longer serving committee members.

The annual review and assessment process will highlight any skill gaps that exist. We will use a standard template to assess individual and collective skill levels and a copy of this is appended to the policy. The annual review will be carried out in June/July each year. Long serving committee member reviews will be carried out when a committee member has been on the committee for 9 years, and every 3 years thereafter. Reviews will be carried out by the Director. There are a few external consultants who can also undertake performance reviews as appropriate.

#### **5. Policy Review**

The Policy will be reviewed every 3 years, but the review cycle may be brought forward to take account of regulatory changes or best practice recommendations.

#### **6. Equality & Diversity**

As a service provider and employer, we recognise the requirements of the Equality Act 2010, oppose any form of discrimination, and will treat all customers, internal and external, with dignity and respect. We recognise diversity and will ensure that all our actions ensure accessibility and reduce barriers to employment and the services we provide.