Purpose

This policy aims to provide guidelines for all employees to receive training and development opportunities that will enhance their skills and knowledge and support their professional growth. This policy aligns with the company's core values of Trust, Customer Centricity, Innovation, Action-Bias, and Excellence.

Scope and eligibility

This policy applies to all employees, including full-time, part-time, temporary, and contract employees.

Responsibilities

All individuals to whom this policy applies are responsible for becoming familiar with and following this policy. Line Managers are responsible for promoting the understanding of this policy and for taking appropriate steps to help ensure compliance with it.

Line managers or supervisors are responsible for ensuring employees receive the training to perform their jobs effectively. Senior leaders are responsible for creating a continuous learning and development culture and investing in their employees' skills and knowledge.

Training Requirements and Time Record Keeping:
- All employees are required to attend a minimum of 15 hours of training per year, which may include in-person, online, or self-paced learning.

- Employees are encouraged to attend additional training and development opportunities as they become available.
- Training should be related to the employee's job responsibilities, including mandatory compliance training, job-specific training, and soft skills training.

- Employees are responsible for keeping records of their completed training, including certificates of completion and training materials.
- The HR department will maintain a centralised training database to track employee training and development activities.

Review and Update:

This training policy will be reviewed and updated annually to ensure that it remains relevant and effective.

This policy is designed to provide employees with the support they need to grow and develop professionally. By making training and development opportunities available to all employees, the company aims to create a culture of continuous learning and improvement.

Training Needs Assessment (TNA)

To ensure that training is tailored to meet the specific needs of each employee and the organisation, a training needs assessment (TNA) will be conducted regularly. The TNA will identify areas of strength and weakness and determine the most appropriate training programmes for each employee. It is an important step in developing a successful training programme. A TNA helps identify the skills and knowledge gaps that need to be addressed to improve employee performance and meet business goals. Here are the steps to conducting a TNA:

1. Define the training objective: Start by defining the training objective and what you hope to achieve with the training programme.

2. Assess current performance: Collect data and feedback from employees and managers to assess the current level of performance. This could include conducting surveys, reviewing performance evaluations and their PDP, or observing employees in their work environment.
3. Identify training needs: Based on the information collected, identify the skills and knowledge gaps that need to be addressed in order to meet the training objective. This could include customer service techniques, time management, or technical skills.
4. Prioritize training needs: Determine which training needs are most critical to the success of the organisation and prioritise them.
5. Determine training methods: Decide on the best methods to meet the identified training needs. This could include classroom training, online learning, coaching, or on-the-job training.
6. Develop a training plan: Based on the training needs, methods, and budget, develop a comprehensive training plan that includes specific goals, timelines, resources, and evaluation measures.
7. Implement and monitor: Implement and monitor its progress to ensure that it meets the training objectives and achieves desired outcomes.
8. Evaluate: Regularly evaluate the training programme to assess its effectiveness and identify areas for improvement.

Elite Academy

The organisation offers a range of training programmes to meet the needs of employees, including classroom training, online learning, coaching, and on-the-job training. Training programmes will be developed and delivered in accordance with best practices in the field of adult learning and will be regularly reviewed and evaluated to ensure their effectiveness. All training activities should be recorded if possible.

Recorded session to be uploaded on Elite Academy Youtube channel and link it to our EliteNet page.

EliteNet page: https://sites.google.com/elite-co.com/your-hr-page/elite-academy
Youtube account: https://www.youtube.com/channel/UCHxK1CEU6NeCw82Xb-Ie6vw

Training Checklist

Tasks	Done
Determine the training needs	
Choose a training method: Decide on the best training method to meet the identified training needs. This could include classroom training, online learning, coaching, or on-the-job training.	
Schedule a training event and send invitation to the participants	
Prepare the training materials: Develop or gather all of the materials you need for the training, including presentations, handouts, quizzes, and case studies.	
Classroom: Confirm venue and set-up arrangements, including seating, audiovisual equipment, and materials.	
Online: Confirm technology requirements and ensure all participants have access to the necessary hardware and software.	
Prepare and distribute training materials, such as presentations, handouts, and agendas.	
Confirm attendance with participants and ensure that any special needs or requirements are addressed.	

Verify that all audiovisual equipment is working properly and that all materials are easily accessible.	
Introduce the training programme and establish ground rules for participant interaction and engagement.	
Encourage active participation, interaction, and questions from participants.	
Monitor time and make adjustments as necessary to ensure that all topics are covered within the allotted time frame.	
Release the Quiz Form to the participants to test their knowledge.	
Evaluate the training programme and gather feedback from participants.	

Whether conducting classroom or online training, it is important to ensure that the program is well-prepared, well-delivered, and well-received by participants. By following these guidelines, trainers can help to create a positive and engaging learning experience that meets the needs of participants and supports their professional development.

Assessment Tests
All employees who participate in training programmes will be required to complete an assessment test after each training session. The assessment test will be used to evaluate the effectiveness of the training and to identify areas where additional support or training may be needed. This can be used using the Form template on Google.

Continuous Improvement:
The organisation is committed to continuous improvement and will regularly review and evaluate its training programmes to ensure that they meet the evolving needs of employees and the organisation. Feedback from employees and other stakeholders will be used to make necessary improvements and updates to the training programmes.

Implementation:
The Human Resources department is responsible for the implementation of this policy and will provide support and guidance to employees and managers in all aspects of training and development.

This training policy is a living document and may be updated as required to ensure that it remains relevant and effective in meeting the needs of the organisation and its employees.