



# ONE WAY TRAINING AND DEVELOPMENT POLICY

## VERSION: MAY 2021



**oneway**  
BUILDING YOUR FUTURE

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## Policy

One Way (“the Company”) is committed to excellence in people development in order to maintain and enhance its position as a leading recruitment company. We aim to create a culture of learning throughout, where individuals take responsibility in partnership with us for their development. The Company recognises the need to develop its employees so that they are fully equipped to deliver our business objectives.

**This policy does not form part of any employee's contract of employment and we may amend it at any time.**

## Objective

To ensure that the Company’s employees have access to learning, development and training opportunities which enable them to be suitably knowledgeable and skilled to carry out their role within the organisation, and to develop their talents in any ways that fit with the organisation’s development to meet its strategic objectives.

## Aims

The main aims of this policy are to:

- equip people with the technical skills required;
- provide leadership and management development to all managers within the Company;
- identify the development needs of the Company and those of individuals and balance the two;
- ensure that development needs are identified as part of the business planning process and reviewed regularly;
- promote the use of the full range of development opportunities, ensuring that where a formal course is chosen it is the most appropriate solution;
- ensure equality of access to all development opportunities.
- provide career development for all;
- provide personal and tailored consultancy services to help individuals and teams meet their needs;
- provide effective induction for all new appointees and people moving jobs;
- ensure the effective delivery of mandatory training e.g. Health and Safety, Equal Opportunities etc.;
- ensure that appropriate skills are in place to deliver the business strategy; and
- Provide a working environment where continuous learning and development take place that help individuals to gain more enjoyment from their roles, increase motivation and enhance staff retention.

## Equal Opportunities

The Company is committed to ensuring equality of learning opportunity, hence no individual will be excluded from learning on the grounds of gender (including gender reassignment), age, marital status, disability, racial grounds (race, colour, nationality), sexual orientation, religion or belief, responsibility for dependants, trade union membership or employment status. Part time and fixed term will have equal access to learning and development opportunities appropriate to their role.



## Responsibilities

### Employees

The Company believes that team members' development is most effective when the individual takes responsibility for identifying any workshops for self-development which will enhance work performance through increased skills and knowledge.

Learning needs and opportunities will also be identified through the support, supervision and review process to meet business needs.

### Line Managers

Line managers and team leaders are responsible for assisting team members to identify learning needs and for ensuring that they review these with individuals on a regular basis during reviews and weekly 1:2:1 meeting.

Line managers have a responsibility to monitor and evaluate the effectiveness of learning for team members who have undergone training. Line managers should ensure that individuals implement the skills that they have gained through training.

### Training Department

The Training Department is responsible for producing the training material/workshops and for ensuring that a central record of all team members training is maintained on each individual's record on the PeopleHR system.

## Procedures

### Identifying the Training Needs

Each team member will have individual performance reviews where training requirements will be discussed and set. The training department should be advised at the earliest opportunity to allow for resources to be made available and the appropriate planning to take place.

Development needs should be reviewed formally at least twice a year during the appraisal process.

### Implementing the Training Needs

Training is carried out either in-house or sometimes by an external trainer.

In-house training may take place by attendance at:

- Group meetings;
- Staff meeting;
- Workshops; and
- Webinars.

External courses include:

- Sales training;
- REC; and
- Webinars.



Team members wishing to attend external public training courses must request this via their Line managers and Team leaders and approval obtained in advance by either of the company Directors. The cost of such attendance will be borne by the Company

### Training Costs

From time to time the Company may pay for the Employee to attend training courses. In consideration of this, the Employee agrees that if their employment terminates after the Company has incurred liability for the cost of them doing so the Employee will be liable to repay some or all of the fees, expenses and other costs (**the Costs**) associated with such training courses.

The Employee shall repay the Company as follows:

- if the Employee ceases employment before they attend the training course but the Company has already incurred liability for the Costs, 100% of the Costs or such proportion of the Costs that the Company cannot recover from the course provider shall be repaid
- if the Employee ceases employment during the training course or within 12 months of completing the training course, 100% of the Costs shall be repaid
- if the Employee ceases employment more than 12 months but no more than 24 months after completion of the training course, 50% of the Costs shall be repaid
- if the Employee ceases employment more than 24 months but no more than 36 months after completion of the training course, 25% of the Costs shall be repaid.
- Thereafter, no repayment shall be required.

The Employee shall not be required to repay any of the costs if:

- The Company terminates the Employee's employment, except where it was entitled to and did terminate the Employee's employment summarily; or
- The Employee terminates their employment in response to a fundamental breach by the Company.

The Employee agrees to the Company deducting the sums under this clause from their final salary or any outstanding payments due to them.

The Employee agrees that if the Company waives their obligation to repay the Costs, the Employee will be solely responsible for any income or other tax payable as a result of the waiver and the Employee shall indemnify the Company on a continuing basis in relation to any such tax.

The Employee agrees that in the event of failure to complete any coursework or adequately revise which results in a re-sit of any examination, the cost of any re-sit will be at the Employee's own expense.

### Induction

All new team members are given a timely programme of induction including an introduction to all policies for the Company. This is an essential part of staff learning and development and integration into the Company's working environment.

One Way are committed to providing our customers with a fault free and reliable service.

To achieve this objective, it is essential that an effective Quality Assurance system is developed, implemented and, through monitoring both the service provided and customer's perception, making



continuous improvements to the system which is able to satisfy BS EN ISO 9001 2008. Each year the company objectives and targets will be reviewed and re-set as appropriate.

The procedures and practices outlined in the Quality Manual are there for that purpose and to ensure staff understanding of meeting customer, statutory and regulatory requirements.

This is to provide confidence to our customers and therefore the implementation of the Quality Policy is mandatory on all our employees & operatives.

The Quality System laid down in the Manual has the support of the Management and all staff is aware of its existence and must adhere to its stipulations. By means of induction and continuing training, members of the service are given an understanding of the requirements of the System and made aware of their involvement in the maintenance of the System.

The Managing Director has overall responsibility for Health and Safety, and fully supports the contents, and implementation of the policy.

This policy is reviewed annually.

Signed Date: May 2021

A handwritten signature in black ink, appearing to read 'Paul Payne'.

Paul Payne

Managing Director