Mandatory Learning for Central Services

There is huge variation in roles, responsibilities and therefore learning needs across the Central Services teams; this document covers the essential mandatory training and e-learning.

Start dates: staff in Operations must complete certain induction training sessions prior to starting in services, however start dates can be agreed for Central Services new starters on a case by case basis.

Mandatory: Safeguarding Adults and Child Protection

Team / Directorate	Requirements	Refresher Requirements
Customer Experience Directorate Landlord and Property Services	Face to face or Zoom training: • Safeguarding Adults • Child Protection Emergency First Aid at Work – only where identified by manager.	Annual e-learning, except First Aid which requires re-training every 3 years.
All other Central Services	E-learning: • Safeguarding Adults • Safeguarding Children	

Induction training over Zoom will be booked via L&D. E-learning can be completed via My Learning; once the new starter's Iris account is active, L&D will create the My Learning account.

Mandatory e-learning for all staff in Central Services

Team / Directorate	Course	Timeframe	Refresher requirements
All staff	Data Handling	Week 1	Annual e-learning
	Cyber Security		
	Cyber Crime		
	Introduction to Health and Safety	Month 1	E-learning every 3 years
	Fire Safety		
	Manual Handling		
	Display Screen Equipment		

Additionally:

Customer Contact Centre

Performance

IT | CX modules | Plan timescales with manager | Where needed |

Health & Safety	CX modules		Where needed
	Fire Safety Responsibilities		
Landlord Services	Water Safety Responsibilities		
	Gas Safety Responsibilities		
Property & Asset	Electrical Safety Responsibilities		E-learning every 3 years
	Asbestos Safety Responsibilities		
	Care Certificate – Standard 15: Infection Control		
	Covid-19 Infection Control		

Further training and e-learning needs

Staff should identify their learning and development needs together with their line manager. This should feed into the PDR process, and be reviewed regularly in 121s.

These learning needs may be met via the options below, or managers should discuss with L&D if needing to request additional training or qualifications. L&D will always try to accommodate, but requests will have to be reviewed against budget plans.

E-learning

[My Learning](#) contains a huge range of courses across these categories:

- Health and Safety
- Diversity and Inclusion
- Good Practice in Supporting Customers – including specialist safeguarding topics, risk management, support planning, recording skills, professional boundaries, customer service.
- Health and Care/Support topics – including mental health needs, substance use, specific health topics and healthy lifestyles.
- Personal Development
- HR and Management.

Experts by Experience training

Look Ahead has a long history of running training that is designed and facilitated by those with lived experience, both customers and staff. Staff in Central Services are encouraged to attend; please identify which would be suitable for you and discuss with your manager. Topics include experiences in:

- Mental health
- Domestic abuse
- LGBT+
- Asperger's
- Substance use.

These courses are being re-designed for virtual delivery and will be re-launched early in 2021.

Management development

We run several ILM-accredited leadership and management programmes, and a coaching qualification. We are also developing a mentoring scheme.

Other managers' training sessions are run at intervals. These include workshops led by the HR Business Partners on managing people, for instance on how to approach sickness absence, capability and disciplinary procedures.

Policy reading

New staff in Central Services must read a set of policies and procedures. Line managers should ensure that these are read according to the timeframes below. Policies requiring reading before starting are made available to new starters online by Recruitment. All other policies can be found on the Hub.

Policy	Timeframe
Code of Conduct	Before starting, via onboarding webpage
Information Security	
Data Protection and Confidentiality	
Home and Remote Working Guidelines	2 weeks
Whistleblowing	
Health & Safety	
Covid-19	
Declaration of Interests	4 weeks
Inclusion & Diversity	
All policies relating to your Directorate	
People policies (HR)	6 months
Any other policies identified by the line manager	

Managers in Central Services need to read an additional 8 policies within 4 weeks of starting:

- Supervision
- Complaints and Feedback
- Bribery, Fraud, Theft and Corruption
- Sickness Absence
- Family Friendly
- Job Sharing and Flexible Working
- Managing Poor Performance and Capability
- Disciplinary

If you have any further questions, please email L&D@lookahead.org.uk