

Merton Mencap

Staff Training Policy

Last reviewed
February 2026

Next review
February 2028

**This policy and procedure has been adopted by Merton Mencap
through its Executive Committee which remains responsible for its review**

1. Introduction

The charity is committed to delivering high quality services and, to this end, recognises the importance of providing appropriate training for its staff (ie employees and volunteers).

The primary purpose of this policy is to set out the charity's commitments to providing staff training. The policy aims to help staff develop the skills, knowledge and aptitude to make a more effective contribution to the charity's work and, therefore, to help the charity achieve its mission.

2. Roles and responsibilities

The **Chief Executive** is responsible for

- ensuring a coordinated, organisational approach to training
- appointing appropriately qualified providers to provide training
- ensuring best value when appointing training providers
- evaluating the quality of training from providers
- determining the nature of training for senior staff
- delegating responsibilities to the Office Manager and line managers for the day-to-day management of training

The **Finance & Executive Assistant** is responsible for

- maintaining a clear, accurate and up-to-date training record including dates training was last completed and date of expiry
- providing staff with the necessary information and resources to enable them to carry out their training (eg dates and location of training, online log in details)
- supporting a good relationship with training providers

The Finance & Executive Assistant may delegate some tasks to a staff member reporting to them but remains responsible.

Line managers (eg Service Managers, Parent/Carer Forum managers) are responsible for

- monitoring the training status of their staff and ensuring their training is up to date (eg training as a standing agenda item at staff supervisions)
- ensuring staff whose training has expired do not work
- alerting the Chief Executive at the earliest stage of any staff who are unable to complete training
- ensuring the charity's training commitments are in place

3. Training commitments

- **Mandatory training**

All staff are required to undertake the following training, renewed every 2 years:

- Safeguarding Children and/or Adults (as appropriate), Level 1 & 2
- Health & Safety
- Equal Opportunities, Diversity & Inclusion
- GDPR
- Mental health awareness

- **Training for office-based staff**

- Display screen equipment (renewed every 3 years)

- **Training for home-workers**

- Health & Safety for home-workers (renewed 3 years)
- Display screen equipment (renewed every 3 years)

- **Training for senior staff (determined by the Chief Executive)**

- Safeguarding Children and/or Adults (as appropriate), Level 3 (renewed every 2 years)
- Safer recruitment (renewed every 3 years)
- Health & Safety for leads (renewed every 3 years)
- Risk Assessment & COSHH (renewed every 2 years)
- Fire Awareness (renewed every 3 years)
- First Aid / Paediatric First Aid (renewed every 3 years)

- **Team Leader and Deputy Team Leaders**

- First Aid / Paediatric First Aid (renewed every 3 years)
- Fire awareness (renewed every 3 years)

- **Frontline staff (as determined by the appropriate Services Manager)**

- First Aid / Paediatric First Aid (renewed every 3 years)
- Safe use of hoists & slings (renewed every 2 years)
- Food hygiene Level 1 and/or 2 (renewed every 3 years)
- Food hygiene Level 3 - for staff leading (renewed every 3 years)
- Epilepsy awareness (renewed every 3 years)
- Administering medication and infection control (renewed every 3 years)

- **Independent travel trainers**

- Level 2 accreditation in providing Travel Training Programmes (every 3 years)

Successful completion of courses which include a test is only achieved by attaining a minimum of 75% pass, otherwise the staff member will be required to complete the course again. If the staff member fails to attain 75% after 3 attempts, their line manager will manage the matter as a performance issue.

4. Training providers

Training providers will be appropriately qualified (see appendix 1).

In any case:

- Online training providers will be accredited by The CPD Certification Service
- Providers of health & safety training (eg Health & Safety, Risk Assessment) will be accredited by ROSPA (Royal Society for Prevention of Accidents)
- Providers of First Aid training will be appropriately reputable (e.g. St John's Ambulance)

5. Other training

Merton Mencap recognises that its staff may receive training from other sources (eg through another employer). To avoid duplication, we may accept that training has taken place if the staff member can verify it by providing an appropriate record (eg training certificate).

6. Training certificates and records

Staff successfully completing training will receive an appropriate record (eg certificate). Staff who do not successfully complete the training will be required to re-take it.

The charity will maintain a clear, accurate and up-to-date training record for each staff including dates training was last completed and date of expiry.

7. Internal training/briefings

The charity may require its staff to attend additional training not shown in this policy.

The charity may also require staff to attend internal briefings/training, eg regarding internal policy on incident reporting.

Appendix 1: training providers

Training	Provider	Renew (yrs)
Mandatory (all staff)		
Safeguarding Children Training (L1&2) and/or Safeguarding Adults (SOVA) L1&2 Training	iHasco	2
Health & Safety for Managers & Supervisors or Essential Health & Safety Training or Health & Safety in Care	iHasco	2
Equality, Diversity & Inclusion (EDI) Training	iHasco	2
GDPR Training	iHasco	2
Mental Health Awareness or Mental Health Awareness for Managers	iHasco	2
Office-based staff		
DSE Training (Display screen equipment)	iHasco	3
Home-workers		
Health & Safety Training for Homeworkers	iHasco	3
DSE Training (Display Screen Equipment)	iHasco	3
Senior staff		
Safer Recruitment in Education	iHasco	3
Risk Assessment	iHasco	2
Fire Awareness	iHasco	3
First Aid	Tutor Care or SJA	3
Designated Safeguarding Lead & Ofsted Lead		
Safeguarding for Managers & Safeguarding Leads	iHasco High Speed Training / Grey Matter Learning	2
Paediatric First Aid (for Ofsted lead)	SJA	3
Designated Health & Safety Lead		
Health & Safety for Managers & Supervisors	iHasco	2
COSHH Training	iHasco	2
Team Leaders & Deputy Team Leaders		
First Aid	Tutor Care or SJA	3
Fire Awareness	iHasco	3

Frontline staff (as required)		
First Aid	Tutor Care / SJA	3
Safe use of hoists & slings	Direct OT	2
Food hygiene Level 1 and 2	iHasco	3
Epilepsy awareness	iHasco Direct OT	3
Administering medication/Emergency Meds	Caring for Care	3
Gastrostomy feeding	Caring for Care	3
Positive Behaviour Management	Team Teach	3
Infection Control	iHasco	3
Independent Travel Training		
Level 2 accreditation	Statutory provider (e.g. a county or borough council)	3

Internal Audit

Check	Evidence
Is the Single Central Record (SCR) showing staff training up to date? Is the SCR maintained as a clear and accurate training record?	Check SCR on Shared Drive Ask Finance & Executive Assistant when SCR last updated. Review SCR – is it easy to follow?
Is staff training up to date?	Review SCR and check training and renewal dates. If staff training is out of date, why? Is the staff member working with expired training?
Is staff training high quality?	Speak to staff about their experience of training received. Check training providers being used – are they accredited?