

## Public Services Ombudsman for Wales Training and Development Policy

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## **1.0 Introduction**

1.0 The objective of the PSOW is to provide a first class ombudsman service. The PSOW recognises that this objective can only be achieved by maintaining a committed and competent workforce, who are not only highly motivated, but properly equipped to undertake the tasks which are required of them.

## **2.0 Principles**

2.1 PSOW has a responsibility for ensuring staff are properly trained and provided with development opportunities which are appropriate to the size and needs of the organisation and individual. Staff have a responsibility to maintain and develop the skills and knowledge required for their roles and to enable them to progress within PSOW.

2.2 It is essential that areas of training and development contribute to the objectives of the PSOW, as outlined in the PSOW Strategic Plan:

- Investigating complaints
- Raising awareness
- Using lessons
- Ensuring good governance

2.3 PSOW has identified the key training and development areas which will improve the performance of the core business and support staff are:

- Customer Care
- Investigation
- Management Development

2.4 Opportunities for training will be based on an assessment of employee's development needs irrespective of their gender, age, marital status, disability, race, colour, nationality, ethnic origin, religion or religious/philosophical belief or sexual orientation.

## **3.0 Induction**

3.1. New staff will be provided with an induction training plan relating to their own specific job responsibilities, as set out in their own job description. The initial training will be reviewed at an agreed time after appointment in order to identify areas where further induction training is still required. Where appropriate new staff may also be assigned to an informal mentor to assist in supporting their integration into the team.

## **4.0 Identifying Training and Development:**

4.1 Managers will be aware of the competencies required for the satisfactory performance of their own team's functions and should encourage individual staff to take advantage of appropriate training and development opportunities to meet these needs.

4.2 Staff will be notified of any priorities for training which have been identified within teams or the organisation as a whole.

4.3 Staff should also be encouraged to take the initiative to consider their own training and development needs and make these known to their manager.

4.4 Managers will review training needs of their staff on an annual basis in line with the PSOW's Performance Management and Development System cycle.

## **5.0 Requests for Training:**

5.1 Training requests should be documented on the PSOW Training and Development Form for record keeping purposes. When an individual training need is identified a "Training Request Form" should be completed.

5.2. The training should be approved by the line manager, who should consider the following:

- Will the proposed training empower the member of staff to effectively contribute to the objectives of the PSOW?
- Do other members of staff have a similar training or development need?
- Consider what is the most cost effective way of meeting the identified training? For example, external training course, desk training etc

5.3. This form is submitted via the line manager to the Director of Corporate Services.

## **6.0 Training Records and Post Training Analysis:**

7.1 A record of all training undertaken, including the completion of a Training Analysis form (available from Corporate Services) should be maintained by members of staff and the Director of Corporate Services.