

**Training & Development Process**

# PURPOSE

The purpose of this process is to ensure that all staff are aware of the requirement to undertake HR mandatory training and that an effective process is in place for the identification and provision of both division- and unit-level training requirements for each member of staff in the Student Affairs division. The requirements identified for each individual are based on the individual’s competence, qualifications and experience.

# PROCEDURE

**Division Level Training**

On commencement of employment, the Head of Unit or team lead will arrange a general induction programme for new staff. Typically, induction training for new staff will include:

* Introduction to staff within the unit and division.
* Introduction to HR and supply of staff ID card.
* Request to Buildings for parking permit.
* Brief tour of the building.
* Overview of the key business processes and associated operational procedures.
* Overview of the quality management system.
* Overview of SharePoint site.
* HR induction programme for staff new to UL.
* Overview of Core Portal and Agresso.
* Overview of other software as applicable to the role

**HR Mandatory Training**

As part of the HR Probationary Process, all staff are required to undertake mandatory training during the first six months of employment. The “HR First Six Months Checklist” which is available on the [HR website](https://www.ul.ie/hr/new-ul-staff-roadmap/new-to-ul-staff-roadmap), outlines the policies and procedures that need to be read and identifies mandatory training for different categories of staff. These include GDPR (ALL), IT Security (ALL), Dignity & Respect (ALL), Research Ethics (if applicable), Interviewer Skills (if applicable), Chairing Interview Boards Training (if applicable). It is the responsibility of each employee to complete this form, which is signed by their line manager, and returned to the HR Compensation and Benefits unit (compandbens@ul.ie).

For existing employees, confirmation of attendance at all mandatory training is recorded as part of the Performance and Development Review System (PDRS) process.

On commencement of employment, a ‘Staff Training Record’ is compiled for each new member of staff. Any training undertaken in conjunction with HR is automatically recorded on the staff training record on CORE Portal.

## **Planning training / PDRS**

The Student Affairs division adheres to the Performance and Development Review System (PDRS), details of which are available on the [HR website](https://www.ul.ie/hr/current-staff/hr-procedures-forms-z#p). The PDRS is a process defined by HR, which stipulates that the line manager must meet with each staff member, on an annual basis, with a view to improving performance and enhancing professional / career development. Any identified training is included in the PDRS record. Formal training requests are copied to the Learning and Development Manager, HR. Once training has been undertaken, a record of the training is entered into the Staff Training Record. A review of all formal training undertaken is conducted as part of the annual PDRS review.

Training and development opportunities may be identified outside of the formal PDRS process as needs or opportunities arise.

Training records are held and maintained by individual staff members and their line manager. Evaluation of the usefulness of formal training is provided to line manager after each session.

* A training record is initiated by the line manager for the new member of staff.
* The line manager and employee discuss what initial on-the-job training and/or formal training is required by the new employee and identify when these can take place.
* Staff are encouraged to undertake courses outside of their day-to-day work where appropriate and within available resources. Networking and benchmarking activities are also encouraged as part of an individual’s training and are recorded on training records.
* Any training which takes place is recorded on the individual’s training record and the staff member comments on the effectiveness of the training that was undertaken. Where certificates are received, these should be copied and attached to the record.
* Any training undertaken in conjunction with HR is automatically recorded on the staff member’s training record on Core Portal.
* Information on any training undertaken across the Division, and the effectiveness of this training, is discussed at the Quality Review meetings.
* Where specific training is required for health & safety reasons the training record must list the details of such training. Further details on UL health and safety policies and training courses are available from the [Health and Safety website](https://www.ul.ie/hr/current-staff/health-safety-ul/safety-representatives)

# DOCUMENTATION

*[HR Forms](https://www.ul.ie/hr/current-staff/hr-procedures-processes-forms-z)*

**RECORDS**

Individual training needs for a particular year are recorded on individual staff PDRS form, in consultation with the line manager. The line manager is responsible for retaining the completed PDRS forms for each member of staff. Each individual keeps a copy of their own form. The HR Division keeps a central record of all training completed by staff members on courses organised by HR (recorded on CORE Portal). Staff members also keep a ‘Staff Training Record’ in which all formal and informal training is recorded. Any personal data that is used as part of this process is processed in accordance with the General Data Protection Regulation (GDPR) / Data Protection Acts 1988-2018, the [University of Limerick Data Protection Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/policies/Data%20Protection%20Policy.pdf).

# PROCESS VERIFICATION

Evaluation of the effectiveness of this process is carried out using Internal/QMS audits.

# REVISION HISTORY

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| **Revision No.** | **Date**  | **Approved by:** | **Details of Change** | **Process Owner** |
| 1 | Sept ‘19 |  | Initial Release |  |
| 2 | Jan 14 | Quality Team | Inclusion of evaluation of effectiveness of training at Quarterly Quality Review meeting | Quality Team |
| 3 | Oct 17 | Quality Team Meeting 1/11/17 | Reformatting of process for simplification; inclusion of benchmarking and networking as recognised training activity; link to Training Record on Sharepoint | Quality Team |
| 4 | Aug 23 |  | Process reviewed and updated to include QSU revised process templates | Quality Team |