

Deafblind Scotland's vision – "A society in which deafblind people have the permanent support and recognition necessary to be equal citizens"



## Deafblind Scotland (DbS) Policy on Staff Induction, Development & Training

### Staff Induction and development?

Inducting new staff into the policies and procedures of DbS, with the aim of the individual staff starting on their personal development journey working with deafblind people. Encouraging and developing more specialised skills and actively promoting training opportunities for all employees to the benefit of both employee and organisation.

### Policy Statement

DbS recognises the value of employing the right staff, investing in and promoting training to create and maintain a well-trained professional work force.

For DbS to achieve this aim DbS will implement the following training for employees:

Guide/communicators	Staff
<b>Induction Training:</b> History of the organisation; Structure of the organisation; Background of deafblindness; Organisational processes e.g. forms	<b>Induction Training:</b> History of the organisation; Structure of the organisation; Definition of deafblindness; Organisational processes e.g. forms
<b>Health and Safety training</b>	<b>Health and Safety training</b>
<b>3 days basic training on supporting a deafblind person: Signature Qualification T202</b> Basic communication skills; Definition of deafblindness; Groups of deafblind people; Guiding skills with deafblind people; Causes of deafblindness <b>Additional Mandatory Training:</b> Safer Handling training GDPR Adult Support and Protection Child Protection SSSC Codes of Practice Food Hygiene – Care at Home workers	<b>3 days basic training on supporting a deafblind person: Signature Qualification T202</b> Basic communication skills; Definition of deafblindness; Groups of deafblind people; Guiding skills with deafblind people; Causes of deafblindness
<b>Shadowing Shifts with supervisor or experienced guide</b>	
<b>6 week observation and competence assessments for new guide/communicators</b>	

<b>6 – 12 months – DBG2</b> <b>Communication and Guiding Skills Training</b> T201 and K202 modules Understanding Communication with Deafblind People, Communicating with Deafblind People	
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### **Staff Development**

In order to achieve DbS aims set out in this policy employees will be offered opportunities for professional development.

The acquisition of communication skills by staff at all levels is beneficial to both the user group and the organisation. DbS will encourage employees wishing to pursue qualifications in BSL.

**Level 1** will be offered to all staff as soon as possible after probation period is completed.

**Level 2** will be offered to guide/communicators and other staff as funding and time allow.

Advanced training in deafblind communication skills for guide/communicators will be supported if funding and access to training permit based on course access and funding criteria.

There are other development needs both for the organisation and for individual staff.

Where the needs of the organisation can be met by enabling the development of new skills within the staff group then DbS will support staff to gain these skills, funding permitting.

Where staff development needs are not regarded as essential to the organisation then DbS will consider each case on merit and may contribute to the cost of training as funding allows.

### **As costs for courses can be considerable the following points will be considered when agreeing to support potential candidates applications:**

- For all training, interest should be shown and then presented to department heads to approve with identified funding sources.
- Funding for training will be agreed where it is considered essential and/or beneficial to furthering the aims and objectives of DbS.
- It is considered essential for the safety and well-being of deafblind people
- It is considered desirable in terms of CPD
- It is considered appropriate to meet registration requirements, currently with Scottish Social Services Council (SSSC), necessary to provide a professional service to deafblind people.

### **Training priorities**

- Priority will be given to training that improves the quality of direct service to deafblind people.
- Where spaces are available others will then be offered places.
- Ongoing and effective workplace assessments and practice learning.

# DbS Procedure for Recording & Monitoring Staff Training

## Aim of Procedure

This procedure provides a framework, which if followed, will ensure that DbS's policy on staff training is followed, implemented and appropriately monitored.

## Training Needs

- Training needs will be discussed and recorded during one to one sessions with line manager.
  - Personal Development Plans (PDP's) will be completed annually by each member of staff.
  - Identified training is recorded on each individual staff member's one to one record.
  - Training successfully completed is recorded in the Human Resource data base
- Individuals may submit training requests in writing at any time.
- A staff group may identify a training need.

## In-house training

- Each individual receives in house training from the time employment begins at DbS e.g. Induction, Health & Safety.
  - A record of this ongoing training is kept in individual's personnel file.
  - A record is kept in the Human Resource data base

## Monitoring

- Management of DbS is carried out through a devolved line management system, from the Chief Executive through the executive team.
- Organisational overview of training needs will be reviewed annually by the executive team
- Management of the Guide/communicator Service is carried out through a devolved line management system, regular contact with all guide/communicators and service-users informs the monitoring of these skills on a regular basis.
- Supervisors are responsible for ensuring Good Working Practice Guidelines are followed and lead by example.
- Service users are encouraged to report any issues/problems they may have with guide/communicators through reviews and complaints procedures highlighting possible training needs.
- Good working practices and development form the basis of in-service meetings.
- Regular team meetings, encouraging open discussions between staff on skill shortages, training needs etc.

DbS as an employer recognises the value and importance of investing in a trained workforce. DbS believes this is one effective way to improve and maintain the level of service that is provided. Individuals are responsible for their own personal development.