P008 - Training and Induction

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| Version | Approved: | Comments | Next review date |
| 1.0 | 14/05/2020 |  | 01/09/2021 |

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| Applies to: |
| All staff |

# PURPOSE

First Call is committed to the ongoing education, development and training of all staff. The company seeks to improve upon staff performance and professionalism by providing a range of training services to all employees.

The company believes that as part of our obligations and our duty of care to our clients, quality and high standards of care must be delivered by a flexible, educated and innovative care service.

# POLICY

## Training

Attendance at training sessions is mandatory.

Mandatory training is identified as:

* Manual Handling - (use of lifters).
* Identifying abuse of clients.

In-house training consists of, but is not limited to the following:

* Management systems, policies and procedures.
* Complaints and feedback policy and procedures.
* WHS Policy.
* Safe Work Practices (SWP).
* Professional Boundaries.
* Management of waste and hazardous substances
* Targeted skill areas in which First Call staff may be deficient or in need of improvement.
* Specific modules aimed at specific tasks, challenges and behaviours.

In-house training is to involve both practical and theoretical components and occur every twelve months or as required.

Outsourced training is to consist of:

* Targeted areas required by our clients.
* Any mandatory learning or induction programs as outlined in legislation.
* Specific client challenges and behaviours.
* In-service invitations from our clients.
* Qualification upgrades.

Outsourced training is to be relevant and practical to the performance and skills of First Call staff.

Depending on experience, staff are monitored by First Call Nursing’s more experienced staff until they are satisfied that new staff are competent in fulfilling their duties.

Staff returning to the workforce after a break will be engaged with more experienced staff so that their skills and performance can be assessed, guidance given, and training needs assessed.

# PROCEDURE

## Induction:

1. Ensure that the group induction begins on time.
2. Begin by welcoming the employees and introducing yourself.
3. Describe and explain First Call Nursing’s Mission Statement and Philosophy.
4. Induct the staff in the company’s co-ordination procedure.
5. Induct the staff in First Call’s Service Delivery Guidelines.
6. Induct the staff in the company’s Documentation Procedure.
7. Describe and explain First Call Nursing’s WHS Policies.
8. Induct the staff in Employee Health and Safety Responsibilities.
9. Induct the staff in Workplace Safety Instructions.
10. Induct the staff in First Call Nursing’s Manual Handling SWP.
11. Complete the Induction Register including the name, time and date of each employee inducted.
12. Conclude the Induction and present to the employee their Orientation Kit, Form Pack and ID Badge.

# DOCUMENTS

F015 Training Evaluation

# **F015 Training Evaluation**

**Training session**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Trainer:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- | --- | --- | --- | --- | --- |
|  | | **Extremely**  **Useful** | **Very Useful** | **Quite Useful** | **Not Very**  **Useful** |
| 1. How would you rate this training session? | |  |  |  |  |
|  | | | | | |
|  | | **Excellent** | **Good** | **Fair** | **Not So Good** |
| 1. How would you rate the way this training was presented? | |  |  |  |  |
|  | | | | | |
|  | | **Definitely** | **Partly** | **Not at all** | **No.**  **I already work like this** |
| 1. Will this training change the way that you work? | |  |  |  |  |
|  | | | | | |
|  | | **Yes** | | **No** | |
| 1. Would you recommend this training to others? | |  | |  | |
|  | | | | | |
| 1. Was there anything you liked or did not like about the way the facilitator/trainer presented this session? |  | | | | |
| 1. What would you say are the most important or useful things that you have learnt from this training? |  | | | | |
| 1. What was difficult or hard about this training? |  | | | | |
| 1. Do you have any other comments or suggestions that could help us improve the training session, for example: handouts, course content, other training ideas? |  | | | | |

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| **Trainers Comments:** | |
| 1. Issues arising from session: | |
| 1. General Comments: | |
| Date: |  |