CONTROLLED POLICY

C03 – INDUCTION, TRAINING, SUPERVISION AND COMPETENCY POLICY

Policy Reference	C03	**Version**	1.0
Policy Owner	PHSSL Staffing Limited	**Approved By**	Lade Awosika, Director
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Applies To	All PHSSL Staffing Limited staff, agency workers and relevant contractors	**Supersedes**	New policy

1. Purpose

PHSSL Staffing Limited is committed to ensuring that staff and agency workers are appropriately inducted, trained, supported and competent for the duties they undertake. This policy sets out the framework for organisational induction, assignment-specific orientation, mandatory and role-specific training, supervision, competency assessment and continuing development.

2. Scope

This policy applies to PHSSL directors, employees, recruiters, compliance staff, coordinators, agency workers, temporary workers and relevant contractors. Requirements will be proportionate to the person's role, professional status, assignment, client requirements and level of risk.

3. Core Principles

- Workers must only undertake duties for which they are suitably trained, competent and authorised.
- Induction and training requirements must reflect the role and assignment rather than rely on a single generic checklist.
- Mandatory evidence must be verified before a worker is released to an assignment where the requirement is a condition of placement.
- Competence is more than attendance at training and may require observation, assessment, evidence of practice or client confirmation.
- Training, supervision and competency records must be accurate, current and auditable.
- Workers must raise concerns where they are asked to perform duties beyond their competence or scope.

4. PHSSL Organisational Induction

New staff and agency workers will receive an appropriate PHSSL induction before or at the start of engagement. The content may vary by role but should provide sufficient information for the person to understand PHSSL's expectations, reporting arrangements and key policies.

5. Core Induction Content

- PHSSL Staffing Limited's role, values and standards of conduct.
- Terms of engagement and relevant worker responsibilities.
- Safeguarding adults and safeguarding children where relevant.
- Whistleblowing / speaking up and complaints routes.
- Equality, diversity, inclusion and human rights.
- Confidentiality, data protection and information security.
- Health, safety, incident reporting and lone-working arrangements where applicable.
- Assignment booking, cancellation, timesheet and payroll processes.
- Professional boundaries, dignity and respectful conduct.
- How to report changes affecting suitability, right to work, registration or compliance.

6. Assignment-Specific Induction

PHSSL's organisational induction does not replace the client's responsibility to provide appropriate local orientation and information for the assignment. Workers should receive relevant information about the workplace, duties, emergency

arrangements, reporting lines, local policies, hazards, safeguarding contacts and equipment before undertaking tasks that depend on such knowledge.

7. Mandatory Training

PHSSL will identify mandatory training requirements according to the role, assignment, law, professional expectations and client requirements. A worker must not be represented as compliant with a mandatory training requirement unless appropriate evidence has been obtained and accepted.

8. Role-Specific Training

Additional training may be required for particular assignments, including health, social care, education, hospitality or other specialist environments. PHSSL will match training evidence to the duties actually expected rather than assume that general experience is sufficient.

9. Safeguarding Training

Workers supplied to roles involving children or adults at risk must have safeguarding knowledge appropriate to the assignment. They must understand how to recognise concerns, respond to disclosures, record facts, follow client procedures and escalate when a concern is not acted upon.

10. Health and Social Care Training

Where relevant to an assignment, training may include infection prevention and control, moving and handling, medication awareness or competency, basic life support, food safety, health and safety, fire safety, mental capacity, dignity, equality and other client-specified requirements. The precise requirements will depend on the role and duties.

11. Education and Other Settings

Workers supplied to education or other specialist settings must complete training and induction appropriate to those environments. This may include safeguarding children, professional boundaries, behaviour expectations, health and safety and client-specific procedures.

12. Professional Registration and Continuing Requirements

Registered professionals remain responsible for complying with the standards, competence and continuing professional development requirements of their regulator. PHSSL will verify registration where required and may request evidence relevant to assignment suitability.

13. Training Evidence

- Training certificates or electronic records should identify the learner and course.
- Completion and expiry dates must be recorded where relevant.
- Training providers or evidence may be checked where authenticity is uncertain.
- Online training alone will not be treated as proof of practical competence where practical assessment is required.
- Expired or inadequate evidence must be renewed or otherwise resolved before placement where mandatory.

14. Competency Assessment

Competency may be established through qualifications, verified experience, skills assessment, observed practice, practical assessment, professional registration, client confirmation or another appropriate method. The method should reflect the risk and complexity of the task.

15. High-Risk or Delegated Tasks

Workers must not undertake specialist, clinical, delegated or otherwise higher-risk tasks unless they have the required training, competence and authorisation. Where the client is responsible for local assessment or delegation, PHSSL will cooperate but will not assume that a generic training certificate replaces the client's required competency process.

16. Limits of Competence

Workers must recognise the limits of their competence. If asked to undertake a task they are not trained, competent or authorised to perform, they should explain the concern, seek appropriate support and notify PHSSL where necessary. Refusing an unsafe task for a genuine competence reason should be handled as a safety matter, not automatically as misconduct.

17. Supervision and Support

PHSSL will provide appropriate management contact and support to its workers. The nature and frequency of supervision will depend on the worker's role, assignment pattern, risks, performance, incidents and client feedback. Day-to-day operational supervision at a client site may be provided by the hirer in accordance with the assignment arrangements.

18. Supervision Topics

- Performance and assignment experience.
- Training, competence and development needs.
- Safeguarding or safety concerns.
- Professional boundaries and conduct.
- Client feedback, incidents or complaints.
- Workload, fatigue and wellbeing relevant to safe working.
- Compliance renewals and professional requirements.
- Any support or reasonable adjustment needs.

19. New or Inexperienced Workers

Workers who are newly qualified, returning to practice, unfamiliar with a setting or otherwise require additional support should only be placed where the assignment is suitable and the necessary supervision is available. PHSSL must not present an inexperienced worker as independently competent for duties beyond their verified capability.

20. Performance Concerns

Where concerns arise about competence or performance, PHSSL will assess the seriousness and risk. Action may include discussion, additional supervision, retraining, reassessment, restriction from particular duties or assignments, temporary suspension from supply, client liaison or formal performance or disciplinary procedures.

21. Incidents and Learning

An incident, complaint, safeguarding concern or near miss may identify a training or competency gap. PHSSL will review whether individual or wider learning is required and will document agreed corrective actions.

22. Training Expiry and Renewal

PHSSL will monitor training items that require periodic renewal. Workers are expected to cooperate with renewal requirements and provide updated evidence promptly. A worker may be prevented from accepting relevant assignments where mandatory training has expired.

23. Client-Specific Requirements

Clients may set legitimate training or competency requirements for particular assignments. PHSSL will seek to obtain these requirements before supply and communicate them to the worker. Requirements must be relevant, lawful and applied consistently.

24. Training Costs

Any arrangement concerning payment for training, optional training services or recovery of costs must be lawful, transparent and consistent with the worker's terms. PHSSL will not use training charges as an unlawful fee for providing work-finding services.

25. Record Keeping

PHSSL will maintain appropriate records of induction, training, competency assessment, supervision and development. Records will be stored securely and retained in accordance with PHSSL's records-management and data-protection requirements.

26. Staff Responsibilities

- Complete required induction and training.
- Provide genuine and accurate evidence of qualifications and training.
- Keep required competence and professional knowledge up to date.
- Work within competence and authorisation.
- Participate in supervision and assessment where required.
- Report expired, withdrawn or changed qualifications, registration or competence.
- Raise concerns about unsafe duties or inadequate local induction.

27. Recruitment and Compliance Responsibilities

- Identify training and competency requirements before clearance.
- Verify required evidence and expiry dates.
- Do not mark a worker compliant where mandatory evidence is missing or inadequate.
- Communicate client-specific requirements to workers.
- Maintain accurate compliance and training records.
- Escalate discrepancies, suspected false evidence or competence concerns.

28. Management Responsibilities

- Maintain an effective induction and training framework.
- Ensure staff responsible for compliance understand competency requirements.
- Provide appropriate supervision and support.
- Review serious performance, training or competency concerns.
- Monitor training expiry and audit compliance records.
- Use incidents, complaints and feedback to identify learning and improvement.

29. Related PHSSL Staffing Policies

- A01 Governance and Quality Assurance Policy.
- A03 Records Management, Confidentiality and Data Protection Policy.
- B01 Safeguarding Adults Policy.
- B02 Safeguarding Children and Young People Policy.
- B03 Whistleblowing / Speaking Up Policy.
- C01 Recruitment, Selection and Safer Employment Policy.
- C02 DBS, Right to Work, References and Pre-Employment Checks Policy.
- C06 Lone Working and Worker Safety Policy.
- D01 Temporary Worker / Agency Worker Management Policy.
- D03 Placement, Booking, Allocation and Cancellation Policy.
- D04 Working Time, Rest Breaks and Fatigue Management Policy.

30. Monitoring and Review

PHSSL will monitor induction, training, supervision and competency through compliance audits, expiry reports, worker and client feedback, incidents, complaints and governance review. This policy will be reviewed at least annually, or sooner following significant legal or regulatory change, serious incidents, audit findings or identified learning.

Approved by	Lade Awosika
Position	Director
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