

## F.4 Learning and Development

### 1.0 INTRODUCTION/BACKGROUND

In the construction of the Learning and Development policy Mercy Services will address the requirements of its Strategic Plan, WHS policy, other relevant policies, Accreditation and continuous improvement initiatives.

Mercy Services believes that ensuring employees and volunteers are given the opportunity to access ongoing training and education will be reflected in continuing improvement to services, a safe work place and high levels of staff and volunteer satisfaction and retention.

### 2.0 SCOPE

This policy addresses the learning and development needs of all staff and volunteers at Mercy Services and requires the full cooperation and assistance of all personnel.

### 3.0 POLICY STATEMENT

Mercy Services actively promotes the learning and development of staff and volunteers by providing opportunities and encouragement to expand their knowledge, skills and fulfil their work health and safety requirements. Training will use a range of high quality and effective education and training strategies and will be reviewed and evaluated.

Training programs are designed to meet the following objectives.

1. Organisational objective – to meet our mission  
*To develop the skills and knowledge that the staff and volunteers require now and will require in the future in order to achieve the organisation's goals and objectives and fulfil its mission.*
2. Productivity objective – to maximise productivity  
*To assist all areas of the organisation to operate efficiently and effectively and to maximise productivity.*
3. Quality of working life objective – to provide job satisfaction.  
*To assist staff and volunteers in performing their job to the best of their ability, maximising their job satisfaction and their contribution to the organisation's objectives.*
4. Careers objective – to develop careers.  
*To enhance the potential that each individual has to develop within his or her current position or into another through training.*

## 4.0 PROCEDURES

### 4.01 Identification of Training Needs

The Management Team and Coordinators, in consultation with the Learning and Development Consultation Group and relevant staff, will identify the training needs for all Mercy Services staff and volunteers.

This consultation may take place via: a memo, regular program meetings, annual operational plan meetings, WHS discussions including incident investigations or as a result of review of Policy and Procedures as part of the Continuous Quality Improvement process.

The staff supervising others will ensure that their employees/volunteers are fully aware of the requirements of their position and that they possess the necessary qualifications and expertise to perform their duties in a satisfactory manner.

### 4.02 Staff Development Program

All members of the Board of Directors, employees and volunteers are required to complete an orientation as soon as possible after commencement with Mercy Services. Orientation will aim to ensure that new members of the Board, employees and volunteers are made welcome and receive information about the:

- History, Tradition and Culture of Mercy Services;
- Mission of Mercy Services;
- Code of Conduct for Board, staff and volunteers; and
- WHS obligations and Safety in the Workplace.

The Chairperson of the Board will be responsible for organising orientation and training for new members of the Board. The Learning and Development Manager and WHS Manager will be responsible for the delivery of Orientation to Mercy Services and WHS training.

Induction to specific job roles will be provided by the Coordinator/Supervisor of the new employee or volunteer. Induction will ensure that new staff or volunteers:

- are introduced to other members of their team including their “Buddy” where this system is in place;
- have Fire Evacuation and Emergency procedures explained;
- are provided with a New Staff/Volunteer Induction kit including a copy of their job description, individual training plan and safe work practices;
- receive training and are assessed as competent in performing required tasks in line with safe work practices prior to being rostered to undertake such tasks; and
- are shown where to access the Mercy Services Policy and Procedure Manual and WHS Manual including using the Mercy Services Web Site.

The aim being to foster in the person a sense of confidence in their ability to do the job and to provide an experience that establishes a positive attitude towards the organisation.

All staff and volunteers are provided with the opportunity to participate in ongoing learning and development through involvement in organisational, program, job specific or Individual External training/education. Supervisors will complete an Individual Training Plan for new staff as part of Induction (Appendix 2). The Training Plan should be reviewed and updated at Performance Review. Any new training requests that cannot be met within the job role should be passed on to the Learning and Development Manager.

#### **Attendance at training courses**

The staff supervising others are responsible for ensuring that all personnel, including themselves, attend WHS training as set down by Mercy Services. It is essential that staff booked to attend training sessions or courses provided by external trainers or training organisations understand the commitment to attend prior to booking as failure to attend can have a financial implication to Mercy Services. Inability to attend due to unforeseen circumstances such as illness should be communicated to the Learning and Development Manager as soon as possible.

#### **4.03 Organisational Training**

Organisational training covers mandatory training for all staff and volunteers based on legislative or organisational requirements as well as general training which will be of benefit to staff or volunteers in more than one program. Organisational training will be included in the Mercy Services Training Calendar prepared by the Learning and Development Manager (See Appendix 1).

#### **4.04 Program Training**

Program training includes Induction and ongoing program/job specific training including Safe Work Practices and is the responsibility of Coordinators/Supervisors (See Appendix 1). Documentation demonstrating attendance at training or completion of a Safe Work Practice is to be forwarded to the Learning and Development Manager for inclusion in the Staff or Volunteer's HR training record.

#### **Common issues/skills training**

Training sessions will be provided on issues that are common to two or more programs. This training will include but not be limited to the following:

- the identification, assessment and control of risks;
- stress management;
- manual handling risk management and practice;
- infection control;
- hazardous substances control management and substance use;
- food handling/hygiene;
- prevention and management of aggression and harassment;
- security;
- driving and transport;
- first aid;
- emergency response and fire safety; and
- incident investigation.

#### 4.05 Individual External Training and Education

Opportunities will be provided for individual members of staff to undertake professional development training and education enabling them to meet organisational needs and to realise their own personal potential including those training needs identified at performance appraisal.

Individual External Training and Education opportunities include:

- Attendance at conferences or seminars;
- Professional registration and accreditation requirement;
- Secondments/projects to other positions (within and without Mercy Services);
- Traineeship arrangements;
- Flexibility of working hours to participate in an accredited course of study part-time or externally at a recognised educational institution;
- Provision of multi-media resources;
- Clinical consultation (strongly encouraged for McAuley Outreach Service counsellors – monthly for full-time staff (or pro rata for others); and
- External professional supervision.

#### 4.06 Requests to participate in professional development opportunities

Any staff wishing to participate in training with a Registered Training Organisation (RTO), who are attending a Conference or a non accredited training course that is for one or more days in duration are required to complete the Staff Training Application and Agreement for approval by their Manager or the Chief Executive Officer (CEO) preferably one month prior to the training or attendance at a conference (see Appendix 3). This will allow for registration and the rostering of a person's work. In some instances, for example conferences, a longer time frame may be required. Where possible, registrations should be submitted within time for early bird discounts of fees.

The employee's request to attend training should outline all costs to be incurred by Mercy Services including backfilling of staff. A copy of the approved Staff Training Application and Agreement form is to be forwarded to the accounts department with all relevant registration and where relevant, accommodation details attached.

All employees who take a course of training are required to give a report of that training to their supervisor and where appropriate their team. Evidence of completion of the training is to be forwarded to the Learning and Development Manager for inclusion on that individual's HR training record

Reasonable paid travel time and accommodation expenses for approved courses may be met by Mercy Services. Expense claim forms should be used for reimbursement.

#### 4.07 First Aid Training

Where the need for a Senior First Aid Certificate is included in a staff member's job description, Mercy Services will organise such training from a

RTO. Training will be paid for by Mercy Services and provided during work time.

#### **4.08 Job-Specific Training (Safe Work Practices)**

The employees who have been designated to carry out specific tasks will be required to complete training. In most cases this education and training is contained in Safe Work Practices (SWP).

SWP are written instructions for each job task. They provide the documented explanation of the best and safest way to perform each task in each job at Mercy Services. As such they are constantly updated as we identify better equipment and better ways of completing these tasks.

The staff supervising others will train any of their staff in the SWP they need to complete their job. During the training process staff will have an opportunity to suggest improvements to the SWP and demonstrate that they are competent in their use.

The staff supervising others might want to use the SWP in the following way:

1. Identify risks and appropriate controls
  - a. Ask staff to identify risks to their health/safety and that of others that arise during this task and ways that they can eliminate or minimize these risks.
  - b. Explain the risks and controls already noted on the SWP.
  - c. Record any additional risks and controls identified by staff
2. Identify Personal Protective Equipment (PPE) and other equipment
  - a. Ask staff to identify PPE and equipment needed to complete this task well
  - b. Explain the PPE and equipment already noted on the SWP.
  - c. Record any better equipment or PPE identified by staff
3. Explain and Improve the SWP
  - a. Ask staff to identify the steps they would follow in completing this task well
  - b. Explain the steps already noted on the SWP
  - c. Record any better processes identified by staff
4. Assess staff competency
  - a. Ask staff to demonstrate the SWP (you may ask questions, give praise, prompt them about things they would normally see/hear/experience when completing the task in a normal setting or with a client).
  - b. You can only say a person is competent if you are sure, that they could safely complete the task without your presence. If you are unsure they should have another opportunity to have the SWP explained to them and then demonstrate the SWP for you.

The staff supervising others should not roster a task to a person unless they are sure the person can complete the task safely. Demonstrated competency in the relevant is a sufficient indicator that it is safe to roster the staff person. The staff supervising others need to inform the Learning and Development Manager or Director of Care once a person is competent in a SWP. The Learning and Development Manager or Director of Care will then update this person's training record.

#### **4.09 Health & Safety Committee/ Representative Training**

Mercy Services will ensure all Health & Safety Committee (HSC) members are adequately trained for their role. This will usually be accomplished by an annual review and discussion of the WHS Policy and WHS Consultation Policy.

Every two years one employee member of the HSC will complete the Workcover approved initial training course of five days. Where any HSC members are also Health & Safety Representatives (HSR) (as defined by WHS Act 2011, Division 3) they will receive five day initial Workcover approved training with annual one day refresher training.

#### **4.10 Assistance with career change**

Mercy Services will consider assisting a Mercy Services staff person to undertake a career change where there is a high probability of injury due to a current/future mismatch between their current position and their capabilities. The amount of assistance provided will depend on the degree to which the new career path fits with Mercy Services strategic needs.

#### **4.11 Supervision of staff undertaking Nationally Accredited Training**

The Australian Skills Quality Authority in the 2013 report *Training for aged and community care in Australia*, raised concern about the reliability of assessment evident in Certificate III and IV in Aged Care and Home and Community Care. Some of the concerns raised around assessment in the workplace were

*“units of competency requiring at least partial assessment in the workplace were not assessed in the workplace” and*

*“ a reliance on third-party reports from workplace supervisors who are not qualified VET assessors, and who were using a ‘tick the box’ approach to assessment, often containing lists of performance criteria as well as all required knowledge and skills”*

Following this report there was a revision of the Aged Care training package to make the qualifications more robust and accountable.

Mercy Services when contracting an RTO to provide accredited training to staff will support the updated Aged Care Industry qualifications by ensuring there is a clear understanding of the commitment required to support workplace training and assessment and to negotiate suitable arrangements

with the RTO to ensure the requirements of the training package can be met within Mercy Services resources.

Where workplace supervision is required in any service area, Mercy Services will allocate a supervisor with relevant industry based experience and qualifications as well as workplace trainer and assessor qualifications. Staff undertaking Medication Assistance Skill sets will be supervised by a Registered Nurse with the support if required of a workplace trainer and assessor. Mercy Services currently has a number of qualified workplace trainer and assessors working across programs.

When undertaking assessments in the workplace, the principles of assessment will be followed. These principles are that assessment must be fair, flexible, valid and reliable and any evidence gathered to support assessment is valid, sufficient, authentic and current.

#### **4.12 Training Record**

The Learning and Development Manager will maintain a Mercy Services training record for each staff and volunteer. The individual's electronic training record will include:

- Job role and description;
- Current qualifications;
- Individual Training Plan (including induction, orientation and mandatory training and position specific training) prepared and reviewed by the Supervisor/Coordinator in consultation with the employee or volunteer– at Induction and as part of a Performance Appraisal or review;
- Courses/training attended while employed by Mercy Services or as a volunteer for Mercy Services;
- Verification demonstrating attendance at training or conferences; and
- Requests for future training/education.

The Learning and Development Manager will regularly check the accuracy of the Mercy Services training record with Coordinators (who will then check the record with their staff).

#### **4.13 Annual Training Plan**

The Learning and Development Manager will develop an annual training plan for approval by the CEO prior to the beginning of each financial year. The plan will be reviewed at least once every six months to ensure that the program is on schedule and meeting the set requirements.

The Annual Training plan will be based on:

- Legislative and organisational requirements;
- The Strategic Plan;
- Mandatory training requirements;
- Anticipated changes in equipment and procedures;
- Consultation with staff and volunteers;
- Professional standards required for individual job roles; and
- Available resources.

Requests for training not included in the Annual Training Plan may be made to Supervisors/Coordinators or the Learning and Development Manager throughout the year as needed. Such requests may be dependent on approval by the CEO.

Programs with access to subsidised training opportunities, such as that provided by the Commonwealth Home Support Program Training program, should access this type of training wherever possible.

#### **4.14 Training Calendar**

The Training Calendar will be prepared by the Learning and Development Manager annually and updated as required. Updated versions of the calendar will be saved in the shared folder under training. The calendar will include:

- Mandatory training for staff and volunteers;
- Program training that relates to more than one program including common Safe Work Practices; and
- Other generalised training that is considered of benefit to staff or volunteers.

The Training Calendar will reflect the Annual Training Plan. Additional training may be added as the need arises in line with available resources.

The Training calendar will not normally include training that is the responsibility of supervisors/Coordinators to provide to their staff or volunteers including specific Safe Work Practices.

#### **4.15 Training Report**

A Training Report will be provided to the CEO on a monthly basis by the Learning and Development Manager which outlines training activity in the previous month. This report will include results of training evaluations.

#### **4.16 Learning and Development Consultation Group**

The Learning and Development Consultation Group is made up of a mix of staff and management. The group meets every 3 months to:

- Review Learning and Development policy and procedures to ensure compliance with accreditation standards and the strategic plan;
- Ensure relevant training requirements are reflected in the training calendar;
- Review training outcomes;
- Explore innovative approaches to training options and delivery; and
- Explore information technology and communication systems relating to learning and development making recommendations to Management.

#### **4.17 Compliance**

Compliance with this policy is being assured by:

- a) An annual Mercy Services training calendar produced;
- b) An evaluation is conducted on all Mercy Services courses;
- c) Individual staff records in the HR Data Base are up to date;
- d) Supervisors allocated to staff undertaking the workplace component of nationally accredited training have relevant industry based experience and

qualifications as well as the qualification of Workplace Trainer and Assessor.

- e) Annually the Learning and Development Managers to send Coordinators a list of the Mercy Services record of staff qualifications and training completed.

#### 4.18 Evaluation of the Learning and Development Program

The performance indicators for the evaluation of this policy are:

- a) Satisfaction Survey rating of 75% with courses provided by Mercy Services  
 b) At least 90% of Mercy Services staff giving a positive rating on the Mercy Services training program.

## 5.0 REFERENCES

<b>1. Current issues</b>	None Identified
<b>2. Australian Standards</b>	a) AS/NZS 4360:2004 — Risk Management
<b>3. Legislation</b>	a) Work Health and Safety Act, 2011 (NSW) b) Work Health and Safety Regulations, 2011 (NSW)
<b>4. Professional guidelines</b>	a) Australian Government Australian Skills Quality Authority Report Training for aged and community care in Australia <a href="http://www.asqa.gov.au/verve/_resources/Strategic_Reviews_2013_Aged_Care_Report.pdf">http://www.asqa.gov.au/verve/_resources/Strategic_Reviews_2013_Aged_Care_Report.pdf</a>
<b>5. Codes of Practice</b>	a) Safe Work Australia (2011) Code Of Practice: Work Health and Safety Consultation, Cooperation and Coordination <a href="http://www.safeworkaustralia.gov.au/sites/SWA/about/Publications/Documents/624/WHSConsultationCooperationCoordination.pdf">http://www.safeworkaustralia.gov.au/sites/SWA/about/Publications/Documents/624/WHSConsultationCooperationCoordination.pdf</a>
<b>6. Codes of Ethics</b>	a) Australian Association of Social Workers Code of Ethics 2010 <a href="http://www.aasw.asn.au/document/item/1201">http://www.aasw.asn.au/document/item/1201</a> b) Australian Psychological Association Code of Ethics <a href="http://www.psychology.org.au/Assets/Files/APS-Code-of-Ethics.pdf">http://www.psychology.org.au/Assets/Files/APS-Code-of-Ethics.pdf</a> c) Code of Ethics for Nurses in Australia 2008 <a href="http://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Codes-Guidelines.aspx#codesofethics">http://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Codes-Guidelines.aspx#codesofethics</a> d) Integrity in the Service of the Church <a href="https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards">https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards</a> e) Mercy Services Code of Conduct
<b>7. Evidence</b>	a) Hand Hygiene Australia Online Learning Package <a href="http://www.hha.org.au/LearningPackage/olp-home.aspx">http://www.hha.org.au/LearningPackage/olp-home.aspx</a>
<b>8. Mercy Services Values</b>	a) Justice, Respect, Care, Unity, Service

## 6.0 OTHER RELATED POLICIES

- A.02 Code of Conduct Policy
- A.04 Environmental Responsibility
- A.05 Reconciliation
- D.13 Information Technology & Communications
- D.14 Document Management
- E.13 Cultural Awareness
- F.05 Performance Review and Development
- F.06 Management of Poor Conduct or Performance

- F.10 Volunteers
- G.1-24 WHS Policies

## 7.0 RELATIONSHIP WITH STANDARDS

<b>Community Care Common Standards</b>	<b>Disability Standards</b>	<b>EQulP Standards</b>
1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3, 3.5	8.5, 8.6, 8.7, 8.10, 10.4	2.2.1, 2.2.3, 2.2.4, 2.2.5, 2.3.1, 2.3.2, 2.3.3, 3.1.1,

## 8.0 DOCUMENT CHANGES RECORD

<b>Dates of change</b>	<b>Section altered</b>	<b>Natures of changes made</b>
11/08/2009	All sections	Document created
01/10/2009	4.1.3	Addition of clinical consultation for MOS staff
18/10/2010	4.1.8	Section added
28/03/2011	a) 6.0 Other related Policies b) 7.0 Relationship to Standards	a) Additional Policies referenced b) Updated Community Care Common Standards and EQulP5 Standards
06/03/2012	a) 4.1.7 WHS Training b) 4.6 Compliance c) 4.7 Evaluation d) 5.0 References e) Appendix 1 and 2	a) Updated with new WHS requirements b) New section c) Renumbered and reworded d) Add current issues and new WHS laws e) Updated with WHS training changes. Added Hand Hygiene Australia
27/11/2012	All Sections	Organisation name updated
29/08/2016	a) 5.0 References b) 7.0 Relationship to Standards	a) Update Legislation, Codes of Ethics b) Update Disability and add Aged Care Accreditation Standards
12/10/2016	a) Whole policy b) Appendix 1 c) Appendix 3	a) Policy rewritten and amalgamated with Policy G04 WHS training b) Mandatory cycle changed from 2 to 3 yrs. c) Addition of Staff Training Application and Agreement.
Review due 12/10/2019		

## APPENDIX 1

**Organisational Training**

The following topics are considered mandatory training for all staff and volunteers and must be completed according to the following timeframes.

Topic	In House Trainer	Specialist Presenter	Within time from Commencement	Repeat Cycle
Orientation to Mercy Services	✓		2 months	No repeat
Orientation to WHS ( <i>Safety in the Workplace</i> )	✓		2 months	No repeat
Core Safe Work Procedures	✓		Prior to commencing the relevant task unsupervised	As required
Cultural Awareness	✓	✓	12 months	3 years
Manual Handling	✓	✓	6 months	3years
Infection Control	✓	✓	6 months	3 years
Information technology and data management	✓		As required	4 years
Fire Safety Awareness		✓	6 months	3 years
WHS Consultation		✓	At the time of election to WHS Committee	No repeat
Environmental Responsibility	✓		6 months	No Repeat
Safer Driving for Professional Drivers		✓	12 months	As required
Safer Driving SWP		✓	Prior to commencing the relevant task unsupervised or within 12 months of commencement	No repeat

**Program Training**

Training outlined below is provided as part of Individual training plans in line with job roles and as identified at performance appraisal or review.

Topic	In House Presenter	Specialist Trainer/Recognised Training Organisation	Frequency
Initial Program Induction	Coordinator/Supervisor		On commencement
Job Specific Safe Work Practices	✓	✓ (Where a qualified expert eg. Nurse, Occupational Therapist is required)	Prior to commencing the relevant task unsupervised
Senior First Aid (For relevant staff)		✓	3 years
CPR Refresher (RN's)		✓	12 months

**APPENDIX 2**

**INDIVIDUAL TRAINING PLAN**

Name _____	Staff ID No _____
Program _____	Start Date: _____
Position _____	Coordinator/Supervisor _____
<b>Essential Qualification:</b> (example Public Passenger Vehicle Driver Authority)	

**ORGANISATIONAL TRAINING (MANDATORY)**

Topic	Period for completion	Date Completed
Orientation to Mercy Services Part 1	Within 2 months of commencement	
Orientation to OHS <i>(Safety in the Workplace)</i>	Within 2 months of commencement	
Manual Handling	Within first 6 months of commencement then every 3 yrs	
Infection Control (includes Handwashing SWP)	Within first 6 months of commencement then every 3 yrs	
Fire Safety Awareness	Within 6 months of commencement then every 3 years	
Cultural/Indigenous Awareness	Within the first 12 months of commencement then every 3yrs	
Environmental Responsibility	Within 6 months of commencement.	
Health & Safety Representative <i>(5 days initially &amp; 1 day annually thereafter)</i>	At the time of election to WHS Committee	
Safer Driving for Professional Drivers	Within 12 months of commencement then at the discretion of the Community Transport Manager	

**PROGRAM TRAINING**

Topic	Frequency	Date Completed	Assessed by Print Name	Assessment Method
Induction (Mandatory)	On commencement			
Senior First Aid/CPR <i>(For Relevant Staff)</i>	Every 3 years			
Driver Training <i>(For Relevant Staff)</i>	Every 2 years			
Safe Work Practices <i>(Mandatory)</i> <i>(Relevant SWP to be listed on reverse page)</i>	Prior to performing task independently			

**Agreed Additions to training plan**

General	Frequency	Date Completed	Assessed by Print Name	Assessment Method

**Individual Training Plan page 2**

**SAFE WORK PRACTICES (Please List relevant SWP's)**

**JOB ROLE** \_\_\_\_\_ **Program:** \_\_\_\_\_

<b>Safe Work Practice</b> Please list SWP's relevant to job role.	<b>Date Completed</b>	<b>Assessed by</b> <b>Print Name</b>	<b>Assessment Method</b>

**This Training Plan has been discussed/reviewed by the Program Coordinator/Supervisor and the above member of staff.**

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Signature of Staff Member

\_\_\_\_\_  
Date



Appendix 3.



**STAFF TRAINING APPLICATION AND AGREEMENT**

This agreement is to be completed by the employee with the Program Manager or CEO where individual training is undertaken. This includes accredited training with a Registered Training Organisation, attending a Conference or for attendance at a non accredited training course that is for one or more days in duration.

**STAFF DETAILS**

Surname \_\_\_\_\_ First Name \_\_\_\_\_ Staff ID \_\_\_\_\_ Contract Hrs \_\_\_\_\_

Program: \_\_\_\_\_ Position \_\_\_\_\_

Permanent/Part time or Casual \_\_\_\_\_ Contact Email \_\_\_\_\_ Phone \_\_\_\_\_

Days/Hrs absent to attend this training \_\_\_\_\_ Training hours attended year to date \_\_\_\_\_

Relief staff Required \_\_\_\_\_

**TRAINING DETAILS**

Name of Training/Conference \_\_\_\_\_ (Attach Registration Documents)

Training Provider \_\_\_\_\_

Training Start Date: \_\_\_\_\_ Completion Date: \_\_\_\_\_

Cost of Training: \_\_\_\_\_ Mercy Services Contribution \_\_\_\_\_ Staff Contribution \_\_\_\_\_

Details of any Subsidy provided (Not including any staff contribution) \_\_\_\_\_

Agreed Travel and Accommodation Costs \_\_\_\_\_

Approved paid study time \_\_\_\_\_

How will this training assist you in your workplace?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How will the training contribute to your personal development?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Mercy Services agrees to:**

- 1. Pay agreed costs as per above.
- 2. Cover wages to the employee while they attend training in normal working hours. Paid time does not include personal study time (unless agreed above), practice experience, travel time to training or meetings with the allocated Mercy Services training supervisor.
- 3. Liaise as appropriate with the Training Organisation in regard to course participation and progress.
- 4. Maintain individual training record of the Mercy Services Training Data Base

**The Employee agrees**

- 1. to fully acquaint themselves with the expectations of the training prior to committing to complete.
- 2. to make any financial contribution to the training /conference that is agreed with the CEO/Manager.
- 3. That they may be asked to compensate Mercy Services for any cancellation costs incurred without a valid reason for cancellation.
- 4. To attend and participate fully in all required training sessions to complete the qualification.
- 5. keep their supervisor updated with the progress of their training if applicable.
- 6. provide a written report to their allocated Mercy Services training supervisor demonstrating how the new learning will be applied in their workplace.

**SPECIAL CONDITIONS**

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\_\_\_\_\_

**Signatures: Manager or CEO** ..... **Date:** .....

**Employee:**..... **Date:** .....

**PLEASE FORWARD A COPY OF THIS AGREEMENT WITH SUPPORTING DOCUMENTS TO THE ACCOUNTS DEPARTMENT**

Office use only  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_