


TRAINING CHARTER

This charter sets out the expectations of both trainers and delegates during training, and supports the Trust’s position on zero tolerance to bullying and harassment in the workplace.

What You Can Expect from Us	What We Expect from You
<ul style="list-style-type: none"> ▪ Trainers will have a teaching qualification, professional qualification or relevant experience in order to prepare and deliver training ▪ Training will be designed to meet the requirements of the organisation and services ▪ Trainers will provide well researched and designed programmes of learning that provide equality of access and provision ▪ Evaluations will provide feedback to the trainers that will be reviewed and influence future planning of training ▪ Courses/study days will start and finish promptly in a safe learning environment ▪ Training will be based on current best practice guidelines; it will adhere to national and local policies and procedures and it will be evidenced based ▪ There will be a qualitative and quantitative auditable trail of training provided to demonstrate standards for quality and governance ▪ Learner support including study skills, librarian services and signposting for additional support e.g. dyslexia is available. A copy of the Learning Differences Charter is linked to your joining instructions, available on request and accessible via the Trust Intranet. ▪ Trainers have the right to insist that a learner leaves the training if their behaviour is deemed inappropriate 	<ul style="list-style-type: none"> ▪ Learner to have discussed with their line manager the objectives for attending the training and had the training approved ▪ Learner to complete any pre course reading or course preparation as stated on the course prospectus ▪ Learners must commit to attending the course/study day ▪ Learners must arrive on time. Acceptance of late arrival to training is at the discretion of the facilitator. ▪ Learner must dress appropriately. Remember – you are at work! ▪ Learners to be responsible for their own behaviour and adhere to ground rules (attached) and those set by learning group ▪ Learners are invited to provide constructive feedback via the evaluation process ▪ Learners should be prepared to share and implement learning in practice ▪ Learners must be punctual and submit work on time if required ▪ Learners must cancel their booking electronically (where possible) or phone if they are unable to attend the course/study. Failure to attend without adequate notification may result in a charge ▪ Line managers to support and release staff to attend training and to complete competencies where required ▪ Line managers to inform Leadership, Education and Development or course provider if learner is unable to attend course due to sickness.



Ground Rules

- **Good Timekeeping including planned break times**
- **Phone to be switched off or to silent**
- **Respect for other people's knowledge, experience and competence**
- **You must respect people's right to confidentiality**
- **Not to talk over other people**
- **Not to bring refreshments into the training area unless at the discretion of the trainer**
- **Behave professionally and adhere to organisational policy at all times**