

Persona is a people organisation and we are committed to providing quality care and support that makes a positive difference to the lives of our customers which includes, supporting people to achieve their personal goals and to live as independently as possible.

To do this, we believe that all our staff must have access to a variety of learning and development opportunities to ensure that they have the right values and behaviors plus develop the competencies and skills to provide high quality and compassionate person-centered care and support.

So what does this look like?

## Induction Training

For staff who are new to the care industry, this will involve a full induction, covering the full requirement of the Care Certificate. This includes a number of topic areas that have been identified nationally in conjunction with Skills for Care. These staff will undertake a number of video based e-learning courses followed by a short assessment to demonstrate their understanding of the topic area.

New staff who have previous experience of working in a care role and who are able to evidence completion of the care certificate will not be required to do this again. Instead through discussions, observations and competency checks with their line manager will be assessed to demonstrate their understanding of the topic areas.

## Mandatory Training

There are a number of key training areas that we have identified that all staff must undertake as part of their role which are covered as part of the care certificate but that also will need to be renewed on a regular basis. Some of this training will be delivered face to face and some of these will be via e-learning.

## Additional Training

Depending on your job role, there may be additional learning requirement that are identified for your role. These will be discussed with you and may involve a variety of face to face learning or e-learning. These may be identified at the start of or throughout your employment with Persona. This may also include digital skills such as the use of tablets or computers as technology is a big feature within the work that we do.

## Qualifications

At Persona we are committed to the on-going professional development of staff and promoting the care industry as a career for staff. As part of this commitment we want all staff to have a minimum of a Level 2 qualification in Health and Social Care. For staff who do not already have this, we will support and fund all of our staff to undertake the relevant qualification for their role.

What does this involve?

Signing up with a learning provider and undertaking a number of functional skills assessments in numeracy and literacy. Evidencing your learning and development in line with the requirements of the course. Undertaking an end point assessment including a multiple choice assessment and professional discussion. Completion of all aspect of the course will demonstrate that the staff member can apply their knowledge, skills and behaviors in a way that is expected within the organisation and industry.

For some people undertaking a qualification may seem daunting. You will be supported throughout your course by your line managers and an assessor from the learning provider.