

TRAINING AND DEVELOPMENT POLICY

Scope

sKids is committed to ensuring that all employees across the sKids network have access to appropriate learning and development opportunities. These opportunities are designed to ensure employees have the suitable knowledge and skills to carry out their roles.

This aligns with sKids' strategic goal to be the employer of choice within the OSCAR sector. sKids wants to ensure our people feel engaged and continue to learn and grow.

This policy applies to all employees across the sKids network unless stated otherwise.

Related Documents:

- [Professional Code of Conduct](#)
- [Workplace Diversity and Inclusion Policy](#)
- [Workplace Health & Safety Policy](#)
- [Group Safeguarding Children and Young People Policy](#)
- Position Description

The key sections in this policy are:

1. sKids Learning Goals and Objectives
2. Policy Elements
3. Training and Development Opportunities
4. Learning Management System
5. Role Responsibilities

1. sKids Learning Goals and Objectives

- Provide ongoing professional development programmes for improved employee engagement and job satisfaction.
- Promote a culture of continuous learning within sKids.
- Ensure understanding of sKids values that is demonstratable in all we do.
- Ensure employees:
 - have the practical knowledge to run high quality programmes onsite in accordance with sKids' standards policies and procedures and MSD standards, with minimal day-to-day supervision.
 - have practical skills and are confident to support our children's welfare and development and our families and school's needs.
 - have the assistance, knowledge and understanding of sKids' commitment and policies and procedures for safeguarding and protecting children.

2. Policy Elements

Employees, Managers, Human Resources and the Training & Quality team will collaborate to build a culture of continuous professional development.

The Training and Quality team is responsible for developing training content, delivering training sessions, workshops, and refresher courses to keep the workforce informed and updated with the latest learnings.

3. Training and Development Opportunities

sKids offer career development opportunities to all employees as and when available through:

- Induction Program
- Training sessions and workshops
- On the job learning
- Job shadowing
- Coaching and mentoring
- Participation in project initiatives
- Funding for external training and qualifications where relevant to an individual's role and development and business requirements
- Opportunities to apply for internal promotions

4. Learning Management System – sKids Academy

Employees are required to complete their online learning modules via sKids Academy – the company's Learning Management System (LMS).

This will ensure employees fulfil training requirements in accordance with the policy.

sKids Academy On-boarding Process: sKids Programme Management (SPM)

1. Training and Quality Team sets up the new starter's sKids Academy profile.
2. New starters will receive an automated email to access their sKids Academy learning.
3. New starters must complete mandatory training on their first day before working at a programme.
4. Senior Programme Leaders welcome new starters to sKids.
5. Training and Quality Team to follow up new starters' progress and provide updates to Senior Programme Leader (SPL) or Regional Operations Manager (ROM) as required.
6. New starter to complete onsite induction and orientation with the support of the Programme Manager (PM).

sKids Academy On-boarding Process: Franchisees

1. Franchisee sets up the new starter's sKids Academy profile and welcomes new starters to sKids.
2. New starters will receive an automated email to access their sKids Academy learning.
3. New starters must complete mandatory training on their first day before working at a programme.
4. Franchisees will follow up new starters' progress ensure all mandatory training is completed as required.
5. New starter to complete onsite induction and orientation with the support of the Programme Manager (PM).

Record Keeping: sKids Programme Management (SPM)

On completion of a training module, the results and completion record are recorded within sKids Academy.

The Training and Quality Team will update any mandatory training records in Human Force and keep Senior Programme Leaders updated of the new starter's training progress.

Record Keeping: Franchisees

On completion of a training module, the results and completion record are recorded within sKids Academy. Franchisees will follow their own internal procedures in how they manage these records.

Off-boarding Process: sKids Programme Management (SPM)

The Training and Quality Team will update the users sKids Academy profile status to 'End Employment' for any employees who have resigned.

The Training and Quality Team will update the users' sKids Academy profile status to 'Inactive' for any employees who are on extended leave e.g. parental leave. Upon their return to work, they will be reinstated and required to complete any expired training prior to working on the programme.

Off-boarding Process: Franchisees

Franchisees will update the users sKids Academy profile status to 'End Employment' for any employees who have resigned.

Franchisees will update the users sKids Academy profile status to 'Inactive' for any employees who are on extended leave e.g. parental leave. Upon their return to work, they will be reinstated and required to complete any expired training prior to working on the programme.

Onboarding Training

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| sKids Induction Training |
| <p>This training is completed online by all new employees as part of onboarding, and comprises of:</p> <ul style="list-style-type: none"> • Module 1: Welcome to sKids • Module 2: Team Member Essentials • Module 3: Introduction to Health and Safety • Module 4: Safeguarding Children: Our Global and Local Approach • Module 5: Active Supervision • Module 6: Introduction to Supporting Positive Behaviour (previously Behaviour Guidance) |
| sKids Service Excellence |
| <p>This training is completed by Responsible Persons (Programme Managers / Assistant Programme Managers / Franchisee Managers) as part of onboarding, and comprises of:</p> <ul style="list-style-type: none"> • Module 1: Food Safety • Module 2: Delivering a Great Programme • Module 3: Enrolmy • Module 4: Incident Reporting • Module 5: On-site Paperwork • Module 6: Making an Impact • Module 7: Dividing and Conquering as a Team • Module 8: Leading a Great Team <p>Note: Programme Assistants may be enrolled on the above training modules as required.</p> |
| Onsite induction and orientation |
| <ul style="list-style-type: none"> • sKids Policies & Procedures • Setting up a programme: Structure, zones, rules, boundaries, opening & closing paperwork • Health & Safety: Hazard checks, Risk Analysis Management System Forms (RAMS), permission forms, incident and accident reporting and processes, emergency drills, health & safety meetings. • Active supervision: Six strategies, roll calls and headcounts, missing child procedure • Enrolmy: Roll calls, checking child safety information, emergency contacts • Food safety: Best hygiene practices, Food Control Plan, checks and records |
| First Aid Training |
| <p>Responsible persons must hold a current First Aid Certificate. A minimum of one first aider must be present at the programme.</p> |

Supplementary Training

| Internal Training |
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| <ul style="list-style-type: none"> Delivering a Great Holiday Programme Summer Safety Training Supporting Positive Behaviour Introduction to Coaching |
| External Training |
| <ul style="list-style-type: none"> St John First Aid Training Decoding ADHD Safeguarding Children: External Workshop Safeguarding Children: Child Protection Officer Training Out of School Network (OSCN) Training |

Mandatory Refresher Training

The table below outlines the mandatory refresher training employees are required to complete as part of their ongoing employment. These training modules will be completed during programme hours when there are minimal children remaining on site and with minimum impact on supervision.

| Module | Time to complete | Frequency | Review month |
|---|------------------|-----------------|--------------|
| Safeguarding Children: Our Global and Local Approach | 30 minutes | Once a year | January |
| Introduction to Health and Safety | 30 minutes | Every two years | January |
| Introduction to Supporting Positive Behaviour (previously Behaviour Guidance) | 30 minutes | Every two years | June |
| Food Safety | 30 minutes | Every two years | June |

Claiming Time and Payment for Training

sKids require all employees to complete the online sKids Induction Training prior to commencing work onsite. The company will compensate the employee for **2 hours** to complete this, which will be paid within the first pay period of the employee commencing work.

If approved supplementary training is provided by sKids during employment, it will be advised in advance if the time spent at training will be remunerated. However, an employee must attend the entire duration of the training to be entitled to any payment. This approval must be provided in writing by the Regional Operations Manager / Franchisee. Employees that do not show up for training will not be entitled to any payment.

Programme Managers / Assistant Programme Managers are required to complete further mandatory training that is directly related to their role. This may include but is not limited to performance improvements, refresher training, and attending additional external and internal training. Any additional training must be identified and approved by the Regional Operations Manager / Franchisee prior to attending a training course.

5. Role Responsibilities

All employees of sKids have responsibility for their own personal development with support and guidance from their managers, who are in turn supported by HR and Training and Quality.

Managers are responsible for developing their team and are expected to:

1. Implement the staff development cycle and have development conversations with their team on a regular and annual basis.
2. Ensure that every team member has a personal development plan (PDP) in place and review the plan on an annual basis as part of the development conversation.
3. Encourage team members to make use of the training and development opportunities that are available to them.
4. Where possible, make recommendations for training and development opportunities.
5. Support team members when they wish to go on training.
6. Provide coaching and on-the-job training.

Employees are responsible for developing their own learning and are expected to:

1. Take responsibility for driving their own learning.
2. Participate fully in the training and development opportunities provided.
3. Work with their manager in identifying training needs, career prospects and training opportunities.
4. Participate in personal development opportunities.
5. Participate and engage in the development cycle and development conversations.

Version Control

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|-------------------------|-----------------------------------|
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