



TRAINING & DEVELOPMENT POLICY

Constant operates a Training and Development Policy that is designed to ensure all employees undergo training appropriate to the tasks they are required to perform and to ensure that they are equipped with the necessary skills, knowledge, and behaviours to meet the organisation's needs. This policy is applicable to all Constant employees and any subcontract or labour provider staff. Assurance is sought from all bought in labour and subcontractors that this policy is applied and in line with the methods of their organisations.

Constant recognises that continuous professional development is essential to career development and as such discuss and implement plans, where appropriate, to enhance employees' skills with additional training.

Constant employees have access to the Constant E-learning platform an online service that is designed to encourage employees to complete further additional training and to enhance employee wellbeing through various modules. In addition to this, employees are provided with an Action Counters Terrorism (ACT) training module which is designed to develop awareness and update their knowledge on what to do in the event of a terrorist attack and how to assist in the fight against terrorism.

Training and development requirements are monitored by on-going appraisal of all employees at which employees are given the opportunity to verify the training they have undertaken and discuss any which they think they would like to undertake in the future. They are encouraged to provide feedback on the delivery, content and usefulness of any training provided and make any recommendations which would deliver improvement.

All new employees undergo induction training which includes the following elements:

- A Company history and profile
- The type of services provided and the area of operation.
- The organisational structure
- Awareness of ISO 9000 and a summary of the relevant British Standards
- Company Accreditations and their significance.
- Awareness of Company aims, objectives, values, and policies.
- Role of industry organisations and useful web sites and publications
- The way the individual's role fits into key processes and how it helps to meet quality aims and objectives including the implications of not conforming with procedures

All operational Security Guarding staff shall have attended formal classroom training, delivered by qualified instructors in either, a Level 2 Award in Security Guarding, or a Level 2 Award in Door Supervision. They must achieved a pass in the examinations before they are able to apply for the License.

Where staff are recruited already licensed, they shall complete an assessment designed to assess their understanding of the basic skills required by a Security Officer (GAP). Additional training may be arranged as a result.

A sample of written work is completed and maintained on their training file for future evaluation.

HR will conduct a further interview and allocate a site for initial training shifts. A newly-appointed security officer should be supernumerary for a period that reflects the complexity of the assignment (not normally less than 8 hours).

Trained assessors monitor employee training and development using Performance Records during the following three months. Following completion these records are maintained on the employee personnel file.

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All Operational security guarding staff then follow the below training and development plan:

- An Appraisal is conducted at the commencement of employment based on an initial evaluation of the new employee.
- A Probationary Appraisal is conducted to evaluate the progress of the employee and assess any additional training needs prior to offering permanent employment.
- Appraisals are conducted every 12 months thereafter at which training, development and Security Officer aspiration is discussed, and recommendations are made for any additional training required.
- After 2 weeks employment an Employee Questionnaire is issued which is designed to assess how well they are settling in, their level of satisfaction, understanding of their role, and the level of support received from their contract's managers, operations managers, and other admin staff at Constant.
- A further Questionnaire to establish the level of employee satisfaction is issued each year as part of the appraisal process. All data gathered from the questionnaires is monitored through the Constant database with a view to developing improvement to the service provided to colleagues.
- A Performance Book is conducted by experienced assessors, with all operational employees within the first 3 months of employment and Quality and Awareness audits at 3 monthly intervals thereafter. This is designed to assess employee knowledge of their duties and their awareness of the aims and values of Constant.
- Two Modules of Refresher Training are delivered at each Q & A Audit which are assessed for understanding. These Modules include: -
 - Health and Safety Awareness,
 - Fire Safety Awareness
 - Customer Service Skills
 - Access Control
 - Roles and Responsibilities
 - Patrolling
 - Searching
 - Dealing with an emergency
 - Communication and report writing
 - The Law and legislative awareness
 - Systems awareness
 - Use of CCTV for Security Officers.
 - Equality and Diversity
 - Professional Boundaries
 - Conflict Management
 - Counter Terrorism

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- All staff are given the opportunity to comment on the delivery, content, and usefulness of this training and to offer any suggestions for improvement. The results from these questionnaires are monitored to seek areas for possible improvement.
- Additional courses to aid development such as Supervisory, Control Room, Team Leading, Health & Safety, First Aid, CCTV and NVQ are encouraged.

Special Events Staff

All special events staff shall have attended SGSA approved training, delivered by qualified instructors and completed the Action Counters Terrorism (ACT) course prior to deployment. They will be required to complete on site assessments so can be deployed whilst working towards the qualification.

All special events staff will receive venue specific familiarisation on first deployment in the form of a briefing. This will include entrances, exits, first aid, rendezvous points, emergency procedures and local policies.

Specific special events stewards will also receive role specific training such as Supervisor, front of stage pit operative, evac chair usage, HVM operation and so on.

Signature: 

Designation: Director

Date: 19th October 2023

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