

GO GOODWINS TRAINING

INDUCTION AND MANDATORY TRAINING POLICY

The aim of this policy is to ensure that all staff (both permanent and temporary) receives the robust and thorough induction that they are entitled to on commencement of employment, and that they continue to receive the mandatory training/updates which are required for their role

Induction & Mandatory Training Policy

Introduction

Starting a new job can be a demanding and stressful experience. Apart from the obvious challenge of tackling new tasks, there is also the need to become accustomed to a new organisation, a new environment and new colleagues.

Attending a Go Goodwins Induction is only the first part of a continuing process of learning. Go Goodwins Coaches Limited must ensure that all staff are trained and kept up to date with legislation, recommendations and guidance appropriate to their role from recruitment and during their career at GGCL. This type of training is "Mandatory", which is training deemed as essential by GGCL for all staff, or for specific groups of staff according to their job role. Mandatory Training includes health and safety legislation, professional standards and other guidance. This policy covers the requirements of both Induction and Mandatory Training, and is important for the safety of all of our staff, people using our services, and those visiting our premises.

Delivery of a comprehensive induction indicates a high level of commitment to new employees, ensuring that they feel confident and competent in delivery of high quality customer care and services. Insistence upon completion of relevant mandatory training demonstrates the company's commitment to a culture of staff development, safety and high quality services.

Go Goodwins Coaches Limited is committed to ensuring that:

All staff complete the Company Induction Programme during their first week;

All staff receives Mandatory Training according to their role.

All mandatory training meets health and safety legislation and best practice in terms of recruitment and retention,

Staff are able to access mandatory training according to equality and diversity guidelines.

Purpose

This policy will ensure that:

All managers and staff within the company realise the importance of adhering to this policy, and implement it rigorously when recruiting, and when supporting staff and others to develop.

The delivery of high quality and valued care and treatment for customers is at the heart of what we do, with the minimisation of risk being an integral part. In so doing, the company and its staff will improve the quality of customer care/services, and reduce risks for all who come into contact with the company.

GO GOODWINS TRAINING

INDUCTION AND MANDATORY TRAINING POLICY

DAY ONE

08:00 Introduction to available staff members and their roles within the company.

08:10 Welcome to Goodwins including a brief history of how the company developed.

Description of company values, key priorities, direction and how we communicate with all staff.

08:30 Complete all necessary paperwork, forms, etc. Driver licence check and copy for files.

09:00 Issue copies of the employees handbook explaining and answering questions on the various subjects it contains.

10:00 Break

10:15 Issue and explain the risk assessment booklet and answer any questions.

11:15 Explanation and completion of various forms that employees have to use. i.e; holiday request, incident report, accident report.

1200 Lunch

13:00 Explanation of driver training, i.e., mandatory, CPC, retraining, h/s.

13:30 D.V.C. presentation and DVD followed by practical demonstration on available vehicle.

V.O.S.A presentation.

16:00 Close.

DAY TWO

08:00 *Defensive Driving presentation.*

10:00 *Break.*

10:15 *Vehicle familiarisation on available vehicle followed by a practical demonstration with commentary highlighting defensive driving techniques.*

New drivers to demonstrate their ability to drive defensively.

12:00 *Lunch*

13:00 *Customer Care presentation.*

16:00 *Close*

DAY THREE

08:00 *Disability Awareness presentation.*

10:00 *Break*

10:15 *Emergency Procedures and Fire Evacuation presentation.*

12:00 *Lunch*

13:00 *Ticket machine training.*

14:00 *Route learning.*

16:00 *Close.*

The remaining two days will be used for route learning, driver training, ticket machine training and preparation for first duty.

GO GOODWINS TRAINING

INDUCTION AND MANDATORY TRAINING POLICY

The company and its procedures

Defensive Driving techniques.

Customer Care.

Disability Awareness.

Emergency Procedures and Fire Evacuation.

Daily Vehicle Checks and reporting procedure.

Ticket Machine training.

The following routes.