



Ryland Communications Ltd

Recruitment, Training and Competence Policy

Approved by: Lisa Settle

Job Role: Director

Signed: *Lisa Settle*

Date:

This policy must be reviewed by the following date: Feb 14, 2027

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Recruitment

When a position becomes vacant, or a new position is to be established, (either temporary or permanent) the Ryland Communications Ltd. Company Director must ensure that the following documentation is completed and authorised where necessary before any recruitment activities begin.

- Job description detailing key activities.
- Person specification detailing experience, qualifications and any special skills required.

An advertisement will then be placed in the local press, online job site or other suitable trade magazine stating that the company is an equal opportunities employer. Such advertisements will avoid any bias in respect of race, age, sex, marital status or disability in accordance with the Commission for Racial Equality (CRE) code of practice.

Consideration will be given to placing job advertisements in specific publications as advised by relevant bodies. Applications for job-sharing will be considered where it is reasonable for such a job to be shared by two people or more.

Where CV's are a requirement for shortlisting, these will be reviewed by the Company Director.

Ryland Communications Ltd will give full and fair consideration to all applicants for employment. Interviews shall be conducted by the Company Director, where a specific skill or aptitude is required any testing must be carried out prior to any offer of employment. Those involved in the selection process will ensure that there is no unfair discrimination and that shortlisting, and selection criteria are relevant to the post under consideration.

All personnel involved in the interview process must have received training or be suitably experienced in the interview process. If in doubt, advice should be obtained from the Company Director.

Training and Competence

Ryland Communications Ltd aims to communicate all health and safety information to employees to ensure that they are aware of the hazards within the workplace and to maintain a safe working environment. Safety training will be provided where necessary to enable employees to carry out work safely.

Ryland Communications Ltd endeavour to:

- Identify the training needs of employees via a Training Needs Analysis. A TNA will be completed at regular intervals to ensure that training needs are reviewed and anyone needing further CPD has access to it.
- Provide employees with health and safety training where necessary.
- Employ competent personnel and ensure to the best of its abilities that all work is carried out safely.
- Ensure that all employees and subcontractors receive induction training prior to commencing work on-site.
- Ensure that all employees and subcontractors receive regular toolbox talks and health & safety briefings to communicate information and maintain focus on health and safety at work.

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- Maintain records of induction training and toolbox talks.
- Review and monitor performance.

We recognise that as well as being a legal requirement, the provision of suitable and sufficient training and instruction is an essential part of ensuring that you know how to work safely and avoid risks to your health. The purpose of this procedure is to outline the arrangements we operate to ensure that you are provided with such training.

All new starters will receive a company induction on their first day. This will cover, but will not be limited to, the following:

- Fire and Emergency procedures.
- First Aid arrangements.
- Welfare arrangements.
- Arrangements for consulting employees on Health and Safety.
- Arrangements for raising Health and Safety concerns.
- Accident and Incident reporting.
- Our Health and Safety rules.

Following Induction, employees will receive instructions regarding the tasks that they will be required to perform. At this stage, a skills evaluation will be carried out and, where appropriate, training needs identified. Where training needs are identified a training programme will be agreed on.

If you are working with us through our supply chain, it is our policy that your business must demonstrate and evidence your capability, competence, and capacity to fulfil your obligations under building regulations as well as associated health and safety / environmental legislation.

CPD

Continuing Professional Development is a key part of our businesses training policy. Regulatory requirements and best practice can change frequently, we recognise the importance of keeping our knowledge (and our teams knowledge) up to date.

We encourage all operatives to engage in CPD activities so they can look forward and identify opportunities to learn something new, refresh existing knowledge, improve skills, or simply keep up-to-date with the latest developments within a particular profession or industry.

CPD activities will combine different methodologies of learning, which can include training courses, seminars, workshops, conferences and events, webinars and online eLearning programs. CPD can also include operatives sharing best practice techniques, thoughts and ideas, all focused towards an individual improving within the work environment.

All operatives will be kept up to date with training requirements and subject to consistent CPD activities throughout the year so they retain their competence. Where gaps in an operatives competence are identified, CPD activities will be sourced for them to improve their skills and knowledge. Refresher training will also be sourced, following best practice for the course in question.

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Performance evaluation

This is the process during which the progress, performance results and sometimes personality of an employee are evaluated by his immediate superior. All 'permanent' employees are to be formally appraised on an annual basis with any training needs identified as being specific to the company's business objectives.

The employee appraisal form must be given to the employee at least fourteen days before the scheduled appraisal and instructed to submit the completed document to their immediate superior seven days before the appraisal interview.

Before the appraisal, the manager should obtain a copy of the job description (where available), and the employee's personnel file, which may contain pertinent information to the process.

During the interview, the manager conducting the interview must record his findings on the prescribed document, which is then signed by both parties. It must be remembered that the interview is a two-way process in which both parties must actively participate in talking and listening.

Objectives should be agreed for the forthcoming period, which may be used as performance indicators at the next appraisal interview.

Once completed, the appraisal forms must be returned to Human Resources for record-keeping purposes.

Any training needs identified are then reviewed at the next available management meeting or quality management review meeting and the individual's training plan is modified accordingly.

Key Documentation to comply with this Policy.

Recruitment, Training and Competence internal audit pro-forma

Induction training record

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