

Training

Statement of General Policy

The Sundial Group will offer training and job development to all staff with the aim to maintain a stable well motivated workforce with a high level of team work and customer awareness. Our focus on the provision and maintenance of facilities and services to the highest standard requires an active commitment to the provision of training.

Although individual training requirements are reviewed bi-annually, it is the responsibility of all staff in the Sundial Group to discuss and request assistance, on the job training and external training as soon as any such need arises.

The Sundial Group staff are its most important resource. Staff training needs will have a high priority within the constraints of the efficient day to day running of the business.

The Sundial Group is actively involved in NVQs, distance-learning courses and e-learning courses, which are nationally recognised qualifications for on the job training. We encourage staff to attend courses at college. Please discuss suitable courses with your Manager.

Induction

All new staff will be introduced to the values and policies of the Sundial Group. Induction training will include the history and background of this family business. Training will also be given on customer care and service skills along with specific training relating to the individual's new role. Health, hygiene and safety procedures will also be covered. Full details of your induction training will be issued by your Manager and all training you receive will be recorded on your personnel file.

Performance Reviews

You will receive a performance review with your Manager twice a year. A performance review is a discussion with your Manager to review your past performance and set new objectives and to review future training needs. Your Manager will offer support with coaching and training in line with the business and customer needs. Full details of the performance review process will be given during your induction period.

Sundial Group Ltd is registered in the UK no: 3432674 and its registered office is Highgate House, Creaton, Northampton, NN6 8NN
This policy also applies to Sundial Group's subsidiary companies.

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Further information may be obtained by calling +44 (0)1604 731731, emailing info@sundialgroup.com or visiting www.sundialgroup.com