



SUNDIAL
Venues and
events group

Employee Training

Statement of General Policy

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 Sundial Group to discuss and request assistance, on the job training and external training as soon as any such need arises.

Sundial Group's staff is 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.

Sundial Group is actively involved in NVOs, distance-learning courses and Learndirect courses, which are nationally recognised qualifications for on the job training. We encourage staff to attend courses at college.

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 induction training will be issued by the Manager and all training received will be recorded on the personnel file.

Performance Reviews

All staff receive a performance review with their Manager twice a year. A performance review is a discussion with a Manager to review past performance, set new objectives and review future training needs. The 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 the 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