



# **2014-16 Learning & Development Strategy**

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## 1. Introduction – Multi Agency Training

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*Working Together To Safeguard Children (2013)* sets out how organisations and individuals should work together to safeguard and promote the welfare of children and young people in accordance with the *Children Act 1989* and the *Children Act 2004*.

**It is important that all practitioners working to safeguard children and young people understand fully their responsibilities and duties as set out in primary legislation and associated regulations and guidance**

The Northamptonshire Safeguarding Children Board (NSCB) is the key statutory mechanism for agreeing how the relevant organisations in Northamptonshire cooperate to safeguard and promote the welfare of children and young people.

The NSCB has a strategic role in challenging the overall safeguarding work of the Children's Trust Board and for ensuring continuous improvement in practice. Working closely with the Children's Trust Board the NSCB takes lead responsibility for co-ordinating the safeguarding work of Children's Trust partners and monitoring the quality and consistency of safeguarding practice and training across all partner agencies in the Children's Trust.

This strategy should be read in conjunction with the Local Safeguarding Children Board Learning and Improvement Framework.

This strategy has been developed by the Learning and Development Committee and is based upon national legislation and guidance (e.g. *Working Together (2013)*, *Every Child Matters* and *The Children Act 2004*), and local information (NSCB policy and procedures).

This strategy outlines the context and standards for safeguarding training across Northamptonshire and is informed by the NSCB Business Plan and the specific Learning & Development Actions.

## 2. Learning and Development Sub Group

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The Learning & Development Sub Group is committed to ensuring we meet our responsibilities as stipulated in *Working Together (2013)* and supporting the Board deliver on its strategic priorities, through the provision of high quality learning and development opportunities and making recommendations to the Board in relation to learning & development across all partners.

The Learning & Development Sub Group consists of workforce development professionals from a range of member agencies. Each agency ensures that their representative(s) has sufficient authority within their organisation to inform and influence decision-making regarding training. The Sub Group meets on a bi-monthly basis and members are required to ensure attendance and contribution to discussions at meetings.

Each member of the group is responsible for the shared delivery of the NSCB Learning & Development Action Plan and contributing to the successful achievement of priorities and objectives.

Chapter 3, *Working Together To Safeguard Children (2013)*, states that an LSCB should:

**“Monitor and evaluate the effectiveness of training, including multi agency training, to safeguard and promote the welfare of children”**

The purpose of training for inter-agency work at both strategic and operational levels is to achieve better outcomes for children and young people by fostering:

- a shared understanding of the tasks, processes, principles, roles and responsibilities outlined in national guidance and local arrangements for safeguarding children and promoting their welfare;
- more effective and integrated services at both the strategic and individual case level;
- improved communication and information sharing between professionals, including a common understanding of key terms, definitions and thresholds for action;
- effective working relationships, including an ability to work in multi-disciplinary groups or teams;
- sound child focused assessments and decision-making;
- learning from Serious Case Reviews (SCRs) and reviews of child deaths.

### **Serious Case Reviews**

*Working Together (2013)* does not prescribe any particular methodology to use in continuous learning, except that whatever model is used must be consistent with the following 5 principles:

- recognises the complex circumstances in which professionals work together to safeguard children;

- seeks to understand precisely who did what and the underlying reason that led individuals and organisations to act as they did;
- seeks to understand practice from the viewpoint of the individuals and organisations involved at the time rather than using hindsight;
- transparency about the way data is collected and analysed;
- makes use of relevant research and case evidence to inform the findings.

### 3. NSCB Learning and Development – Vision and Values

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It is the vision of the NSCB Learning & Development Sub Group that both single and inter-agency training supports the development of a confident, competent workforce which will improve outcomes for Northamptonshire’s children and young people.

**The NSCB will deliver a focussed learning and development strategy to ensure that safeguarding awareness and processes are understood and delivered against:**

***Northamptonshire’s Phase 2 Improvement Plan- Feb 2014***

The principles and values of training are that all training should:

- place the child at the centre, never losing sight of his or her needs;
- actively demonstrate respect for diversity and acknowledge the wide range of individuals and organisations involved in safeguarding children and promoting their welfare;
- promote partnership with parents and carers, not purely focusing on problems and failings but identifying strengths and encouraging respect;
- To demonstrate the value placed on workers and the importance of the contribution they make in achieving positive outcomes for children;
- be a demonstration of working together in action, bringing people together and working collaboratively.

## 4. Employer Responsibilities

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Chapter 2, *Working Together To Safeguard Children (2013)*, states:

“Employers are responsible for ensuring that their staff are competent to carry out their responsibilities for safeguarding and promoting the welfare of children and creating an environment where staff feel able to raise concerns and feel supported in their safeguarding role”

It is the responsibility of employers to recognise that in order for staff to fulfil their duties in line with *Working Together (2013)*, they will have different training needs which are dependent on their degree of contact with children and young people and/or with adults who are parents or carers, their level of responsibility and independence of decision-making.

Employers should ensure that all those in contact or working with children and young people and/or with adults who are parents or carers have a mandatory induction, which includes familiarisation with their child protection responsibilities and the policies and procedures to be followed if they have concerns about a child’s safety or welfare.

Regular refresher training should also be provided..

Employers should ensure that their employees who work, or have contact with, children are appropriately trained in child development and in how to recognise and act on potential signs of child abuse and neglect. Training should also include associated vulnerability and risk factors and resilience and protective factors, identifying potential violent behaviour and assessing the capacity of a parent or carer to meet a child’s needs, taking into account their own needs / circumstances / history / illness / addiction.

Employers should ensure that appropriately qualified staff undertaking specialist roles in both children’s and adults’ services receive the necessary specialist training.

Employers also have a responsibility to identify adequate resources and support for inter-agency training by:

- committing resources for inter-agency training, for example through funding, providing venues, providing staff who contribute to the planning, delivery and/or evaluation of inter-agency training;
- providing staff who have the relevant expertise to support the LSCB (for example, by actively contributing to the NSCB Learning and Development Sub Group);
- releasing staff to attend the appropriate inter-agency training courses and ensuring the time for them to complete inter-agency training tasks and apply their learning in practice;
- ensuring that staff receive relevant single-agency training that enables them to maximise the learning derived from inter-agency training.

Employers have a responsibility to ensure that all staff, including administrative staff, are given opportunities to attend local courses in safeguarding and promoting the welfare of children, or ensure that safeguarding training is provided within the team.



## 5. NSCB Learning and Development Strategy

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### 5.1. Strategic Objectives

The following strategic objectives have been agreed with the Board and will be the focus of the Learning & Development Sub Group activity for the 2014-16:

- The Learning and Development Strategy is approved and details a programme for Northamptonshire.
- To deliver Child Sexual Exploitation (CSE) training for key practitioners during 2015/16.
- To review all single agency level 1&2 'Introduction to Safeguarding' training delivered by NSCB partners.
- To undertake a Training Needs Analysis and have an appropriate training offer to include a variety of training methods

## 6. Training Provision 2014-16

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### 6.1. Multi-Agency Training for Safeguarding Children

There should be a culture of continuous **learning and improvement** across the organisations that work together to safeguard and promote the welfare of children, identifying opportunities to draw on what works and promote good practice. (Working Together 2013)

Safeguarding Children training is available to anyone who is working with children and/or their families and carers, whether in a paid or voluntary capacity. Those wishing to access training should check with their own organisations first.

Our training pathway recognises that many agencies provide single agency training for their staff and seeks to complement this whilst providing training to the whole children's workforce.

All training should be seen in the context of an individual practitioner's programme of continuous learning.

Within its offer the NSCB provides a suite of e-Learning courses that are **free** to all members of the NSCB children's workforce in Northamptonshire *with the exception of private and for profit organisations*.

Private and for profit organisations can access the training direct from the Safeguarding e-Academy, by calling 01943 885085, or emailing [safeguarding@virtual-college.co.uk](mailto:safeguarding@virtual-college.co.uk)

**The NSCB offers training at 4 levels:**

All of the children's workforce **must** undertake *an introductory* training prior to further safeguarding training. Many agencies provide this in-house, however, for those that do not, the following options are available on-line via the NSCB

Individuals should discuss with their Manager which one of the six options is appropriate

**Level 1: This is for staff who have infrequent/short periods of contact with children and young people.**

**An Introduction to Safeguarding Children**



If you come in to contact with children for infrequent / short periods during the course of your work or as a volunteer this is the course for you – Examples of staff to complete this course include reception staff, librarians, grounds and maintenance staff, environmental health officers etc.

Safeguarding children is everyone's responsibility. You can ensure you are trained adequately in safeguarding and child protection issues in just a few hours with this online training. After completing this course you will have a better understanding of the types of abuse and neglect a child in your care may suffer, and most importantly how to identify the signs of neglect and how to take the correct course of action if you suspect a child is being neglected. Other key areas of the training include knowing how to deal with a situation when a child or adult discloses abuse, and reliable methods of keeping accurate records. This course should be completed every 2 years.

If you are in contact with children for extended periods of time, either at work or in a voluntary position, you may want to consider completing Awareness of Child Abuse and Neglect Core.

**OR**

## Awareness of Child Abuse and Neglect: Foundation Version



This course covers a variety of child protection and is suitable for anyone who comes into frequent contact with children. It is a slightly shorter version of the Awareness of Child Abuse and Neglect (Core) course and it is designed to be suitable for all, not just child specialists. Examples of staff to complete this course include, business support staff, sports coaches and voluntary sector workers etc

It aims to inform about the various types of abuse or neglect to a child and then explain what you must do if you suspect that a child is being abused or neglected. This course should be completed every 2 years.

Please be aware that this training content deals with potentially disturbing subject matter.

**OR**

**Level 2: This is for staff who have frequent contact with children and young people.**

## Awareness of Child Abuse and Neglect: Core Version



If you work directly with children and /or their families for long periods during the course of your work or as a volunteer this is the course for you. Examples of staff to complete this course include childminders, hospital staff, health visitors, GP's, dentists, early years workforce, school nurses, teachers and social care staff etc.

Safeguarding children is everyone's responsibility. You can ensure you are trained adequately in safeguarding and child protection issues in just a few hours with this online training. This course contains all of the information in 'An Introduction to Safeguarding', and greatly expands on all of the included course topics in order to give those that work with children for extended timeframes the detailed information you need to safeguard the children in your care.. Essential topics covered in the course include: Understanding the types of abuse and neglect a child in your care may suffer. How you can identify the tell-tale signs. What is the correct course of action when you suspect a child is being abused or when a child or adult discloses abuse. You will also learn reliable methods of keeping accurate records. This course should be completed every 2 years.

If you come in to contact with children for short periods during the course of your work or as a volunteer you may want to consider completing An Introduction to Safeguarding.

OR

**Awareness of Child Abuse and Neglect: Police Version (POLICE STAFF ONLY)**



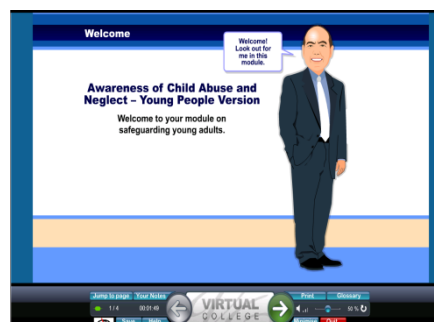
This version contains information pertinent to a police officer's role and is suitable for any police officer.

Safeguarding children is everyone's responsibility. You can ensure you are trained adequately in safeguarding and child protection issues in just a few hours with this online training. This course contains all of the information in 'Awareness of Child Abuse and Neglect (Core)' but expands on all of the included course topics in order to give police officers the extra information you need to deal with child protection during the course of your work. This course should be completed every 2 years.

On completion of this course, you will have furthered your understanding of the various types of child abuse and neglect, and what you must do if you suspect that a child is being abused or neglected. You will also be informed about procedures relevant to a police officer's role in safeguarding children.

OR

**Awareness of Child Abuse and Neglect - Young People Version**



This course is for anyone who comes into contact with young people either as part of their working life or on a volunteer basis.

Safeguarding young people is everyone's responsibility. You can ensure you are trained adequately in safeguarding and child protection issues in just a few hours with this online training.

**This course is designed for those who work with young people who are aged 12-18.** If you work with younger children, the Core version of the course is more suitable. This course should be completed every 2 years.

Essential topics covered in the course include: Understanding the types of abuse and neglect a young person in your care may suffer. How you can identify the tell-tale signs. What is the correct course of action when you suspect a young person is being abused or when a young person or adult discloses abuse. You will also learn reliable methods of keeping accurate records.

OR

**Think Safe, Be Safe, Stay Safe**



This module will help you understand the signs of abuse and neglect and understand when and who to report concerns to.

**This module is aimed at young people aged 11-18yrs** who work with children or other young people for example as young volunteers, peer mentors, babysitters etc

THEN

For certain specific roles additional training is required before moving on through the programme (e.g. designated safeguarding leads in schools). Individuals should check with their line manager to determine the statutory requirements of their specific role.

PLUS

Working Together 2013 and,

The 'Working Together' course is intended for those within organisations who have responsibility for safeguarding (i.e. child protection officer, all level 3 health staff), and for any paid or unpaid staff member who may have to work on an inter-agency basis or take the responsibility for making a referral.

**This level of training should be renewed at least three-yearly, or more frequently if required by individual agency guidance.**

### Integrated Working (Common Assessment for Families)

The integrated working course takes delegates through Northamptonshire's Thresholds and Pathways Guidance – providing information on early help, prevention and statutory services for everyone working with children and families.

#### **Level 3: Specialist Safeguarding Training:**

These courses are for all staff working predominantly with children and/or families and who have been identified by their organisations as needing it, usually those who have frequent or intense contact with young people and maybe the safeguarding lead for their organisation. It is recommended that people undertake the Level 2 training as a precursor to attending.

Courses will vary and depend on local and national themes and policy. They are likely to cover subjects such as the domestic abuse, child sexual exploitation, working with highly resistant families, domestic abuse, learning from serious case reviews, child protection conferences and core groups, assessing, analysing and managing risk and others.

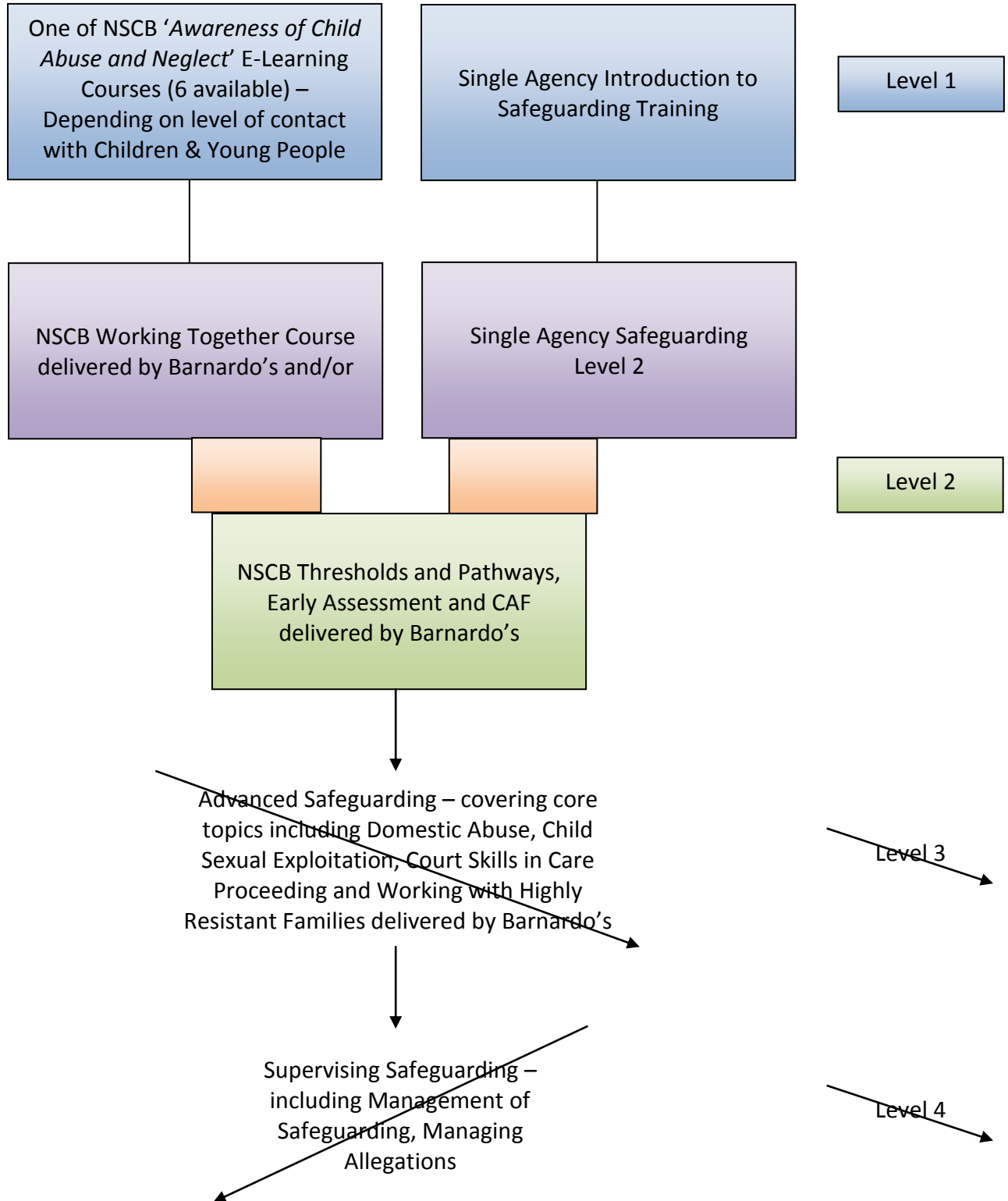
The learning areas are identified through collaboration with the quality assurance, serious case review and child death overview committees.

#### **Level 4: Advanced Safeguarding training:**

These courses are for those people who have responsibility for working within the Child Protection process, those staff who have responsibilities in relation to undertaking section 47 enquiries and designated safeguarding professionals.

Further courses relating to operational and strategic management issues, for example, managing safeguarding. Additional subjects at this level are to be developed in due course.

**Core Training Pathway**





## Other NSCB Events

**The NSCB Annual Conference** for practitioners covers topical and current safeguarding issues. Details are sent out two months prior to the event.

There is a fee to attend the NSCB Annual Conference.

The Learning and Development Sub Group is also wholeheartedly committed to ensuring learning from serious case reviews is cascaded throughout the children's workforce through the dissemination of action learning via thematic, Serious Case Review learning events.

## 7. Single Agency (Level 1 & 2) Training

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**This level of training is required for all practitioners.**

The E-learning option developed by NSCB is available to all eligible staff.

However, where courses are run by individual agencies or employers, they may be known by different titles within each agency and may be provided through an external provider or in-house.

On completion of this module, the learner should be able to:

- Understand the various types of child abuse and neglect
- Identify the signs and what to look for
- Know what steps to take if there is a suspicion of abuse
- Know what to do if a child or adult discloses abuse
- Understand the importance of keeping records

The Learning and Development Sub Group of NSCB has agreed an indicative content that should be covered within all basic single-agency safeguarding children courses; this gives adequate grounding for continuation onto the NSCB inter-agency training.

### Minimum Course Content

- Introduction to safeguarding children / child protection
- Physical abuse
- Sexual abuse
- Emotional abuse
- Neglect
- What to do if you suspect abuse or neglect

Information sharing and record keeping

This training may be delivered face to face, by distance learning or online.

The length of the course varies depending on the job role.

## 8. Evaluation of Single Agency Training

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### **How does LSCBN ensure single-agency training is of good quality?**

The NSCB has a specific responsibility to ensure that there is sufficient quality single-agency training on safeguarding children available.

A large number of organisations across Northamptonshire work directly with children or may have indirect contact through their work with the adults in the family.

In order to monitor the whole of the children's workforce training NSCB has developed three strategies for monitoring quality.

#### **Strategy 1**

The E Learning *Awareness of Child Abuse and Neglect* course has been commissioned to provide Level 1 & 2 training.

#### **Strategy 2**

Organisations who have developed their own Level 1 and 2 safeguarding children course, can submit it for approval through the *Approved Course Scheme*.

Further information on the *Approved Course Scheme* is available in Appendix 1.

To obtain an application pack, please e-mail:

[NSCB@northamptonshire.gov.uk](mailto:NSCB@northamptonshire.gov.uk)

This approval lasts for 3 years.

#### **Strategy 3**

NSCB Learning and Development Sub Group will conduct an Annual Training Return requesting agencies to submit the details of the number of participants trained in Level 1 & 2 Safeguarding through the single agency route.

**This enables NSCB to monitor the quality of courses and for individual agencies to be assured that the training they access and deliver contains the right message, pitched at a local level and following current guidance.**

## 9. Training Needs Analysis

It is clear from *Working Together (2013)* that core training needs are to be facilitated by the NSCB Learning & Development Sub Group to ensure all staff working within Northamptonshire's Children's workforce staff, irrespective of employer or primary client age, are able to effectively and confidently fulfil their statutory duty to safeguard children. In order to ensure the NSCB L&D sub group are providing the right training to Northamptonshire's Children's workforce the L&D sub group will oversee a training need analyses to identify the skills and knowledge deficit across Northamptonshire's Children's workforce. In addition, the committee will draw on information from a range of audit measures (including Ofsted and other regulatory body inspections) to shape the training offer.

The training needs analysis will focus on the following key questions:



A full training needs analysis will be conducted annually in order to inform the following year's training provision however these findings should be continuously reviewed in light of new audits, changes to legislation etc. All member agencies will be required to take part in this process and should report information regarding their training needs to the Learning and Development Sub Group.

## 10. NSCB Training Pool

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The NSCB Training Pool consists of workforce development professionals from a range of member agencies.

The delivery of inter-agency training by practitioners from all agencies has proved to be an effective model of collaborative working in Northamptonshire, and it is the vision of the NSCB that an element of future learning and development activities will be delivered by full or co-opted members of the training pool.

The NSCB seeks to support training pool members with their continuous professional development, ensuring they have the skills, knowledge and confidence to deliver the range of learning activities available.

The training is sponsored by the NSCB with a commitment from each agency to a delivery of NSCB training. Each member of the training pool is responsible for actively contributing to identifying learning and development needs, and the design, delivery and evaluation of learning and development activities.

The senior management of NSCB member agencies will need to support their staff in carrying out their commitments to the Training Pool.

A role description for a Training Pool member is available at Appendix 2.

## 11. Evaluation and Quality Assurance

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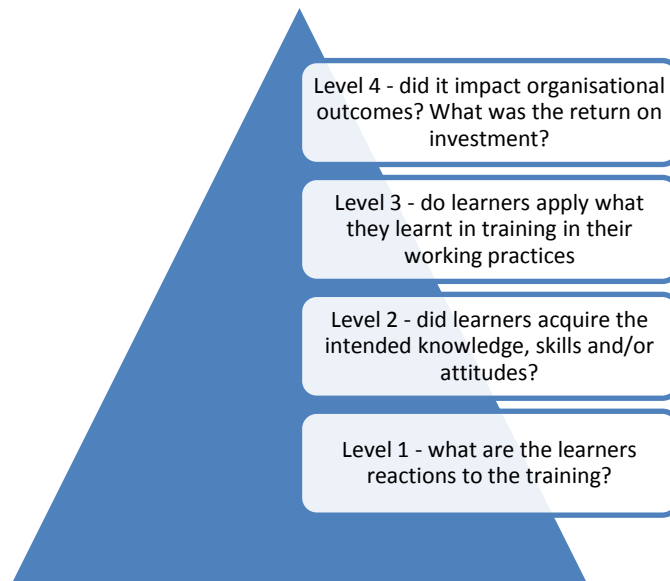
The Learning & Development Sub Group is committed to ensuring that all learning and development activity meets the strategic priorities of the NSCB and the requirements as stipulated in *Working Together (2013)*.

The effectiveness of inter-agency learning and development activities and facilitation will be continuously monitored and feedback provided in the quarterly and annual performance reports.

The evaluation strategy will focus on the following key objectives:

- **Continuous Improvement** – the information gathered will be used to improve the quality of the training provided.
- **Aligning Training to Strategic aims** – we will evaluate training to ensure we are equipping Northamptonshire’s children’s workforce with the right knowledge and skills to support them in their roles.
- **Demonstrating Value** – we will continue to consider the cost and benefits of training opportunities and ensure we are getting the maximum value from all training delivered
- **Improving Learning Transfer** - evaluation results will give feedback about what is helping (and hindering) the transfer and embedding of learning back in the workplace, and will help make recommendations about how this can be improved

The outcomes from training and other development activities will be measured and evaluated based on Kirkpatrick’s *Four Levels of Evaluation* as shown below.

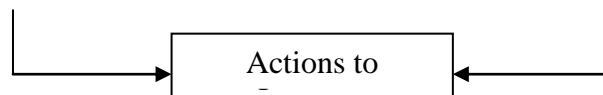
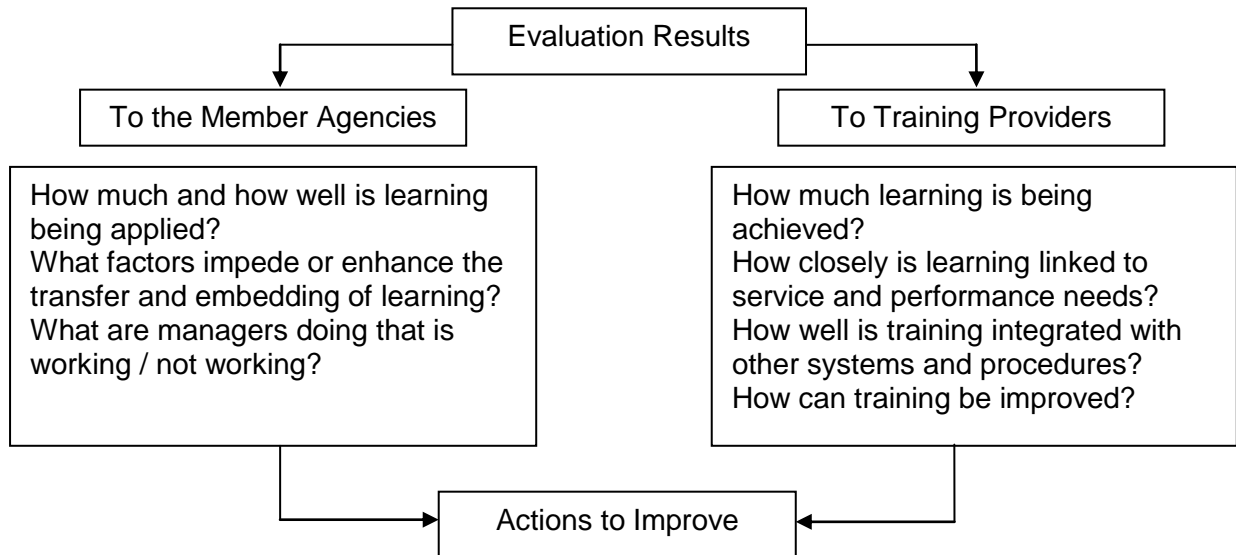


In addition evaluation will seek to identify the contribution made to improving outcomes for Northamptonshire's children and young people.

### Evaluation Process

|                            |  |
|----------------------------|--|
| Before the training        | Training need identified   |
|                            | Learning objective agreed (knowledge/skills/behaviours)  |
| On the day of the training | Learners to complete feedback forms at the end of every training session   |
| 6 weeks after training     | All delegates to receive a follow up evaluation questionnaire electronically   |
|                            | NSCB L&D sub group to oversee telephone interviews or focus groups with a sample of 10% delegates to gather further qualitative data   |
| 3 months after training    | Quarterly and annual performance report to be produced analysing data gathered from evaluation surveys and information from the member agencies (including performance ratings, audit outcomes etc.), identifying potential barriers to embedding training and outlining recommendations |

The evaluation results will be used to improve the NSCB’s training provision but will also be reported back to the member agencies (via the Learning and Development Sub Group members) to help create a culture of continuous improvement and improve embedding of learning into everyday practice





## APPENDIX 1

### Approved Course Scheme

1. Single Agency requests approved course scheme application pack
2. Single agency submits Approved Course Scheme Application Pack with copy of course content, evaluation process and test of learning including details of target audience
3. Learning and Development Sub Group (minimum of 3 representatives) reviews:
  - a) Course Content against model NSCB content.
  - b) Evaluation process.
  - c) Test of Learning.
  - d) Target audience.
  - e) Length of course.
4. If all acceptable NSCB Learning and Development Sub Group validates course with Approval Certificate and provides lead trainer with copies of NSCB Course Certificates valid for 12 months, (Target Timescale 6 weeks)
5. Register of Approved Courses to be kept by NSCB Business Office/commissioned training provider to be updated annually
6. Approved Course Registration lasts for 2 years after which an observation by a member of the Learning and Development Sub Group must take place to ensure continuation of registration
7. Observation proforma can be accessed on the NSCB website
8. Maximum 3 years approved registration before materials must be resubmitted for approval. This is to ensure that course materials are updated in line with local and national guidance
9. NSCB Learning and Development Sub Group to provide an annual update to all agencies with additional information, learning from serious case reviews etc that need to be included in single agency training provision.

## APPENDIX 2

### Role Description for NSCB Training Pool Member.

#### ESSENTIAL CRITERIA

- Minimum of 2 years recent experience of working with children/families who have been involved in the child protection/children in need systems.
- Experience of inter-agency and multi-disciplinary working.
- Can demonstrate evidence of sound knowledge of safeguarding children.
- Will have undertaken recognised safeguarding children training to an advanced level.
- Be willing to undertake additional training where appropriate to enhance training/facilitation skills.
- Can demonstrate a good knowledge and clinical experience of: -
  - *The Children Act 1989* and LSCB Guidelines and Procedures;
  - Safeguarding children and related issues;
  - Current national developments.
- Demonstrate good communication skills.
- Ability to demonstrate effective inter-personal skills.
- Able to effectively prioritise workload and sound personal organisation skills.
- Demonstrate effective presentation, facilitation and teaching skills.
- Demonstrate an awareness of anti-oppressive and anti-discriminatory practice.
- Must be computer literate and have knowledge of PowerPoint.

#### DESIRABLE CRITERIA

- Holds a recognised teaching or related training qualification.
- Holds a recognised qualification in the area of safeguarding children.
- Can demonstrate participation in developments in practice in the field of safeguarding children.

### **LEVEL OF COMMITMENT**

- Training Pool Members should be able to commit to a minimum of 4 full training delivery days per annum
- Training Pool members should be able to participate in a minimum of 1 full day CPD arranged by NSCB annually and 1 full day of refresher/update/review of course materials activity facilitated by NSCB
- Training Pool members should be able to take on responsibility as Course Lead for a particular subject area and participate in supporting co trainers and other members of the training pool to deliver this course, take responsibility for involvement in updating course materials for the chosen course
- Training Pool members should agree to be subject to an evaluation process that will include course observation by peers using an agreed pro forma at a minimum of once every two years
- Training Pool members should be able to act as a mentor for new members of the Training Pool
- Training Pool members should have the support of their agency and line Manager to commit to the role as part of the agencies in kind contribution to the Board

### **SUPPORT FROM NSCB**

- The Learning and Development Sub Group of the NSCB commit to providing the Training Pool with a minimum of two days development opportunities per year to aid continuing professional development
- The Learning and Development Sub Group of the NSCB commit to providing the Training Pool with co-ordination and support to enable the training programme to be run effectively
- The Learning and Development Sub Group of the NSCB commit to providing course evaluation and feedback to the Training Pool on a course and aggregate basis quarterly
- The Learning and Development Sub Group of the NSCB commit to updating the Training Pool with information updates at a minimum quarterly.