



Action Community Enterprises CIC (ACE)

Ongoing Staff Training, Monitoring and Supervision Policy



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Action Community Enterprises CIC

Viking House, Dewing Road, Rackheath Industrial Estate, Norwich, NR13 6PS. Company No. 7663378

Tel: 01603 720308, Email: info@ace-project.org.uk

Ongoing Staff Training, Monitoring and Supervision Policy

Purpose

Action Community Enterprises CIC (ACE) is committed to the continuous professional development of its staff and volunteers. This policy outlines the organisation's approach to training, supervision, and performance monitoring to ensure high standards of service delivery and staff wellbeing.

1. Staff Training and Development

ACE is committed to offering high-quality, accessible, and ongoing professional development for all staff. Training is designed to meet statutory requirements, support individual career progression, and uphold the principles of dual professionalism across the organisation. To support this, ACE provides access to a range of recognised training platforms, structured programmes, and specialist qualifications.

1.1 Access to Online Training Platforms

All staff have access to a wide range of professional development materials through:

- Nansen Training Platform – providing sector-specific CPD, compliance modules, and skills development resources, accessible at any time.
- TES Develop – offering a comprehensive bank of teaching and support staff training modules, including safeguarding, pedagogy, SEND, behaviour management, and compliance-based courses.

Staff may access these platforms independently or as directed by their line manager as part of supervision, appraisal objectives, or identified development needs.

1.2 Dual Professionalism and Teaching Qualifications

ACE supports staff in developing their professional identity as both industry specialists and educators. Staff new to teaching, or transitioning into education roles, are supported to complete relevant teaching qualifications as part of their employment. This includes:

- Level 3 Award in Education & Training (AET)
- Level 5 Diploma in Education & Training (DET)
- Other sector-recognised teaching qualifications as appropriate

Line managers work closely with staff to ensure they receive time, mentoring, and support to fulfil qualification requirements.

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1.3 Specialist Pathways: SEND, Coaching, and Framework-Based Training

ACE actively invests in developing specialist expertise within the organisation to ensure a high-quality learning environment for young people with diverse needs. This includes:

- **SENDCo Training**
Staff with responsibility for SEND support or case management are offered the opportunity to complete relevant SENDCo-level training to strengthen their understanding of additional needs, inclusive practice, and SEND legislation.
- **Quality Coaches and Job Support Coaches**
ACE trains staff to become quality improvement coaches and job support coaches, enabling them to mentor colleagues, support learner outcomes, and contribute to continuous improvement across the organisation.
- **SEQF (Supported Employment Quality Framework) Training**
Staff supporting learners into employment are trained in the SEQF to ensure consistent, high-quality supported employment practice.
- **IPS (Individual Placement and Support) Framework Training**
Staff involved in employment, coaching, or community-based programmes receive training in IPS methodology, including employer engagement, vocational profiling, rapid job search and integrated support planning.

1.4 Manager-Led Directed Training

Line managers may assign mandatory or targeted training based on:

- Performance discussions
- Identified gaps
- Organisational priorities
- New roles or responsibilities
- SCC or Ofsted requirements

Completion of directed training is monitored through supervision and recorded in staff development logs.

1.5 Commitment to Continual Development

ACE ensures that all members of staff:

- Receive high-quality, relevant CPD
- Have access to structured learning pathways
- Are supported to progress professionally
- Can request additional training where they identify a development need

This approach creates a workforce that is skilled, confident, and aligned with ACE's Ethos, Vision and Mission.

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2. Supervision Arrangements

All staff are part of a structured supervision and appraisal process. Regular supervision meetings are held between staff and their line managers. Annual appraisals are conducted to review performance, set goals, and identify development needs. Staff are responsible for arranging supervision meetings and submitting preparation materials in advance. Supervision is designed to be a positive and supportive process.

2.1 Staff Support Mechanisms

ACE is committed to ensuring that all staff and volunteers are supported in their roles, both professionally and emotionally. In addition to formal supervision and appraisal processes, ACE provides several support mechanisms to promote staff wellbeing, resilience, and professional confidence.

These include:

- **Open-Door Access to Line Managers**
Staff are encouraged to seek guidance, clarification or emotional support from their line managers outside of scheduled supervision sessions. Managers remain available for ad-hoc conversations when concerns arise.
- **Wellbeing Check-ins**
Line managers conduct informal wellbeing check-ins during supervision meetings and, where needed, between sessions. These check-ins enable early identification of stress, workload pressures, or support needs.
- **Access to the Senior Leadership Team (SLT)**
Staff may request additional support directly from the CEO, Managing Director or a member of the SLT should they feel their needs require escalation or independent oversight.
- **Safeguarding Supervision (via DSL)**
Staff involved in safeguarding work can access safeguarding-specific support through the Designated Safeguarding Lead (DSL), including reflective guidance on case management and decision-making.
- **Peer Support**
ACE encourages a collaborative culture where staff can seek peer support from colleagues, share reflective practice, and discuss challenges in a safe and confidential environment.
- **Reasonable Adjustments and Workload Support**
Where wellbeing issues, personal circumstances, or health concerns impact a member of staff's ability to work, managers will work with them to identify reasonable adjustments, workload adaptations or phased support.
- **External Support Services**
ACE signposts staff to external support organisations, such as mental health services, occupational health, and other relevant agencies when appropriate.

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As part of our insurance, our staff have access to a helpline, details below....

Counselling Service Helpline 0117 934 0105

This is a confidential service available to staff to help deal with personal issues such as bereavement, divorce, the threat of violence in the workplace and bullying at work. This service is available during office hours with an answering service outside these times.

Customers can access up to six telephone counselling sessions (up to an hour at a time) for each difficulty.

Additional sessions can be arranged and paid for separately.

Note, the initial call to the counselling line does not form part of the six sessions.

This service is provided by Care First, a trading division of Partnerships in Care Limited.

ACE recognises that staff wellbeing contributes directly to the quality of work ACE undertakes and safeguarding of learners. All staff are encouraged to make full use of available support mechanisms, and the organisation is committed to fostering a healthy, supportive working environment.

4. Monitoring and Review

Training and supervision practices are monitored by senior management. Staff feedback and performance data are used to improve support systems. This policy is reviewed annually and updated as needed to reflect organisational changes and best practice.

5. Roles and Responsibilities

5.1 Senior Leadership – CEO, Managing Director and General Manager

The CEO, along with the SLT, is responsible for ensuring that ACE meets all statutory and organisational requirements regarding staff training, safeguarding, monitoring and supervision. Their responsibilities include: -

- Ensuring all staff and volunteers receive mandatory training appropriate to their role. - Overseeing the annual training programme and approving individual development plans.
- Ensuring all staff complete refresher training within required timescales.
- Ensuring line managers provide regular, high-quality supervision and maintain accurate records.
- Monitoring compliance with training, safeguarding, supervision, and appraisal requirements.
- Reporting training and supervision data to the ACE Board of Directors.

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- Ensuring adequate resources, time and planning are allocated for staff development.
- Ensuring any training gaps or concerns identified during monitoring visits are actioned promptly.

5.2 Designated Safeguarding Lead (DSL)

The DSL plays a critical role in staff development and safeguarding oversight. Their responsibilities include:

- Ensuring all staff and volunteers receive safeguarding training at the appropriate level.
- Providing or arranging specialised safeguarding training where needed. - Maintaining a central safeguarding training log with renewal dates.
- Offering supervision specifically related to safeguarding cases, decisions and practice.
- Ensuring staff are confident in reporting concerns and understand safeguarding processes.
- Contributing to policy updates, staff briefings and best-practice guidance.
- Liaising with external agencies

5.3 Line Managers

Line managers are responsible for the day-to-day implementation of the policy. Their duties include:

- Holding regular supervision sessions with staff and ensuring these are documented.
- Supporting staff to identify training needs and development goals.
- Monitoring performance, wellbeing and conduct through ongoing supervision.
- Ensuring new staff complete induction requirements, including mandatory training.
- Providing coaching, feedback and professional guidance as part of supervision.
- Escalating concerns related to capability, conduct, or safeguarding to senior leadership.

Ensuring staff maintain up-to-date compliance with training expectations.

5.4 All Staff and Volunteers

All staff and volunteers are expected to engage proactively in their professional development. Responsibilities include: -

- Completing mandatory and recommended training within set timeframes.
- Attending supervision sessions punctually and preparing materials in advance.

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- Taking responsibility for their own learning needs and requesting support when required.
- Reflecting on practice openly during supervision and performance reviews.
- Maintaining professional standards and following all organisational policies.
- Reporting safeguarding concerns immediately and appropriately.
- Maintaining accurate CPD records where required.

6 Record Keeping

Records of supervision and appraisal meetings are maintained in individual personnel files. These records are retained for one year following an employee's resignation, after which summary information is kept for reference purposes.

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