

Name .....

Date .....

**TRAINING**

Tick the box if you understand [ ]

There are two types of training: Induction, and Job-specific skills ('on the job' and 'off the job').

**What is the purpose of induction training?** The purpose of **induction** training is to introduce new employees to their workplace and their new job. It is not about giving them the skills to do a particular job. In fact, the same induction training programme may be given to a range of new employees. [ ]

**What will induction training consist of?** Induction training will provide information about a number of topics. These will include:

- 1 the organisation of the business, including the names and functions of the departments and the names of their managers;
- 2 the layout of the work place such as the location of different departments, offices, etc;
- 3 workplace systems, e.g. who is responsible for dealing with particular problems;
- 4 pay and benefits policies, e.g. sick pay arrangements, bonus schemes;
- 5 welfare and catering services;
- 6 equal opportunities policies;
- 7 Health and Safety policies and procedures, e.g. evacuation in case of fire;
- 8 data protection policies, e.g. for payroll details.

Good induction schemes are essential. Employees learn what is expected of them, including what to do in emergencies. As a result, they will need to ask fewer questions and will make fewer mistakes. This will increase the efficiency of the business. [ ]

The business benefits because its employees are more knowledgeable and feel more confident. It is an effective way of communicating the aims of the business to all employees. It can also be an opportunity to develop teams, especially if a group of employees go through the programme together. [ ]

**What is the alternative to induction training?** The alternative to induction training is to rely on the grapevine (gossiping, spreading rumours, etc) to tell newcomers about the business. Though the grapevine will always exist in a business, many of its rumours and "facts" will not be correct and this spreads confusion and misunderstanding. [ ]

**Why is skills training becoming more and more important?** Organisations increasingly need people to be ready to learn new skills and cope with new situations. The need for an organised system of training and qualifications has led to the development of NVQs (National Vocational Qualifications) which are based on standards of competence set by industry. A competence is the ability to do a particular job-related activity. [ ]

**What is 'on-the-job' and 'off-the-job' training?** 'On-the-job' training builds up a range of practical skills by staff actually doing the job. 'Off-the-job' training often takes place away from the workplace, e.g. at college. A large organisation may have its own training centres. Training will often be on a day-release basis, e.g. attending college every Friday. These schemes develop the background knowledge which is often the basis for practical skills. [ ]

**Both types of training.** Employees are likely to experience both kinds of training during their working lives. For example, a receptionist could learn how to use the switchboard 'on-the-job' by working alongside an experienced employee, but s/he might go on an external training course to be trained 'off-the-job' how to deal with difficult customers. [ ]

**Training is very expensive, so is it worth all the money?** A well-trained workforce is one of a business's greatest assets. Training increases motivation that increases output because employees produce more of a better quality product. A well-trained worker will be more skilled and better at solving problems. In turn, this will make the business more effective and better able to compete and meet consumers' demands for better products. For all of these reasons, a staff development programme is essential for a successful business. [ ]

A business that does not constantly re-train its workers will soon find that it cannot compete with businesses that do. New technology appears every year, resulting in the constant need for new skills. Training encourages workers to see future changes as an opportunity rather than a problem. The possession of modern skills will improve their own career prospects. [ ]

**Let's summarize this note.** Training can take place in the form of induction, or to acquire job specific skills ('on-the-job' and 'off-the-job'). Training can also take place as a result of:

New health and safety requirements. The Health and Safety Officer has to be trained in the new safety requirements so that he can safely implement them in the workplace.

New technology. Workers will have to be trained in using the new computerised machines.

New government training schemes. The Training Officer has to be trained so that he can implement the new government training schemes in the workplace.

Finally it has to be remembered that training is on going. [ ]

### THE WORKSHEET PART OF THIS NOTE

**Copy out these questions and answer them. Use 'Types of Training' as the title and date your work. Use your best handwriting.**

- 1 What is meant by induction training?
- 2 List three topics you would expect to find out about at induction training?
- 3 Why have induction training?
- 4 Is there an alternative to induction training?
- 5 Explain why it is important to be taught workplace skills.
- 6 Explain the difference between 'on-the-job' and 'off-the-job' training.
- 7 Why is training regarded as a good thing?
- 8 Why do you think training is ongoing?