



QUALITY HOSPITALITY
ADELAIDE CATERING

Personal Development Procedure

Quality Hospitality recognises that the training and development of its team is key to the continual success of the organisation. It is the policy of **Quality Hospitality** to ensure that as far as it is practicable, adequate resources are available to provide a continuous program of training for all staff. In return **Quality Hospitality** staff should recognise the need to develop and update skills and knowledge on a continuous basis, and undergo training with a positive and flexible outlook.

Managing Personal Development

Personal development should be divided into personal development plans, training and development records: the former indicating what is intended over the next year and later comprising a record of what has been achieved.

A Personal Development Plan identifying the training requirements of individual staff members should be prepared yearly by all staff in consultation with their manager. A copy of the Training and Development Record template can be located on the intranet under the Document tab. Personal Training and Development records may be accessed under the People tab.

As well as establishing needs, PDP's allow both employee and manager to agree on the overall purpose and objectives for the training linked to the business plan, agree on the best method and agree on target dates for completion and review. This should be reviewed and if necessary updated on a regular basis throughout the year. A summary of Personal Development Planning can be found on the intranet under the Policy tab.

All staff will have an individual Training and Development Record generated on employment. On completion of a training course whether it is internal or external or practical experience gained through their current job, attendance at a conference or any other training activity, the training record must be updated by Human Resources. Copies of any certificates obtained while attending courses, conferences or further education programs will be included along with the training record.

When a member of staff is approved to undertake **Quality Hospitality** sponsored staff development activities it is assumed that they accept the conditions for such sponsorship detailed under the Evaluation section following. A record must be kept of the development undertaken and any financial support approved. The application is the responsibility of the individual and their Manager and that any relevant documentation is forwarded to Human Resources for insertion in the individual's personal file. The Human Resources Department will maintain records of all activities, attendances and expenditure on centrally funded staff development activities.

Appraisal

The appraisal process is the formal opportunity for staff to discuss their performance with their managers and for managers to identify any areas where improvement may be required. It is also the mechanism to record training and development needs on individual Personal Development Plans. All staff will be appraised on an annual basis with the current appraisal system.

Personal Managerial Skills

A range of training courses including Customer Care, Interpersonal Skills and Stress Management will be made available each year and are available for all staff to attend. These training courses will provide staff with the support needed to develop and enhance skills whether as an individual or as a manager, and improve work performance.

External providers will be engaged for the development of barista, cocktail, wine and events management skills. Employees are encouraged to bring suitable program to the attention of Management.

Application for any of the courses should be made to Human Resources and should be supported by the individual's manager.

Further Education

As part of the Personal Development Planning process, a development need may be highlighted that would be best met through participation in an external course of study. In these cases, staff, via their manager will be encouraged to submit a case for sponsored education to their manager. The benefits to **Quality Hospitality** and the individual must be clearly demonstrated.

Evaluating Personal Development

Quality Hospitality staff and managers should always be able to identify how performance has improved after training or development activity, whether it is an internal or external training course or practical experience gained through their current job, attendance at a conference or seminar. The evaluation should focus on:

- Learning Outcomes: whether the training has met the objectives identified in the Personal Development Plans; and/or
- Performance Outcomes: as outlined in Performance Appraisal Plans which will be evaluated by the manager as part of the annual appraisal process

A post training activity interview between the manager and staff member should be conducted to discuss the above and also highlight if there is any further help/support and or training required to implement the learning.

- Managers: it is part of a managers remit to train and develop their staff and they will be able to advise on completion of a successful personal development plan
- Human Resource Manager: Can offer advice and guidance with regard to appropriate learning methods and available courses

This Policy may be amended by Quality Hospitality at any time in order to take into account changes in legislation and best practice.