



Training Policy

Policy Statement

Learning and development, both formal and informal, is critical to the current and future success of the Trust. Formal, structured development activities such as induction ensure that employees and Trustees receive the learning they need, as well as specialist knowledge and skills development. The Trust ensures there is a clear link between learning and development activities and the achievement of the Trust's strategic objectives. This means having the knowledge, skills and experience needed now and in the future and identifying skills gaps.

It is the Trust's policy to conduct its business in such a way that the staff and Trustees are aware of their responsibilities, have the skills to implement them and are fully informed of changes to legislation and regulations governing its operation.

Training and information provide staff and Trustees with the information and skills required to operate at a highly professional standard

Approach to Training

1. *Annual Training days for Trustees*

- Trustees are offered an annual 1 day training session covering all aspects of their responsibilities. Training includes an introduction to the legal context, OSCR requirements and Gambling Commission conditions and regulations.
- The Trustee's Handbook and appendices provide much of the information that Trustees require for this purpose. The handbook is updated by staff annually.
- If a Trustee cannot attend these sessions they are offered individual training at a convenient time.
- Trustees receive regular updates of changes in compliance, regulation and responsibilities at each Board Meeting.

2. *Staff Training*

Staff remain fully up to date on all changes to responsibilities, compliance and regulations. They do this by:

- Gambling Commission e-updates, Licence Conditions and Codes of Practice (LCCP) updates, quarterly updates from the ELM and regular team meetings.
- Coaching and feedback from managerial staff.
- Providing opportunities to allow staff development including attending conferences, courses and workshops, mentoring, seeking advice from others, work shadowing, e-

learning, internal knowledge-sharing events, job rotation, new assignments and work experience.

- International opportunities with sister lotteries.

3. *New staff and Trustees*

All new staff and Trustees go through a structured induction process (see Trustee Recruitment policy).

If any staff member or Trustee needs to fill relevant skills gap or complete a refresher course, the Trust will look to provide the necessary training.

4. *Qualifications and Memberships*

Staff are encouraged to undertake relevant professional qualifications to fulfil their role e.g. Association of Certified Chartered Accountants (ACCA) for the Trusts Accountant.

In addition, the Trust is a member of the Lotteries Council and the Scottish Council for Voluntary Organisations (SCVO).