



BEYOND LIMITS

Beyond the limits of conventional support

INDUCTION, PROBATION & CONTINUOUS LEARNING POLICY

This policy aims to provide clarity and guidance on the process of your induction, probation and continuous learning with Beyond Limits.

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INTRODUCTION

Beyond Limits understands and fully accepts that our employees are our greatest asset. We also believe and aim to ensure that the initial introduction (**your induction**) to the organisation and the person you will support, and the time required to learn what your job is about (**your probation period**), as well as and the support you receive to learn and develop (**your continuous learning**) will pave the way to you:

- Getting it right for them
- Enjoying your job
- Wanting to stay with Beyond Limits.

We will strive to offer you the time, support, encouragement and learning opportunities to develop as a person and a professional.

YOUR INDUCTION

Your induction will enable you to embrace the culture of Beyond Limits and understand what is needed to feel confident about supporting the person you are matched with. The initial period of employment is an extremely important one. It is the time when the employee (you) and the employer (Beyond Limits) have the opportunity to decide whether the job is right for them, and the person being supported has an opportunity to decide whether you are a good match for them as this is especially important when working for Beyond Limits.

STANDARDS & CARE QUALITY COMMISSION (CQC)

Beyond Limits have to comply with rules set out by the Care Quality Commission (CQC) in their 'Essential Standards of Quality and Safety' and this includes the requirement in Outcome 14 'Supporting Workers' to incorporate Skills for Care, Care Certificate (skillsforcare.org.uk) into those of the organisation. These standards cover:

- Understanding your role
- Your personal development
- Duty of care
- Equality, Diversity and Inclusion
- Working in a Person-Centred way
- Communication
- Privacy and Dignity
- Fluids and Nutrition
- Awareness of mental health, learning disabilities and dementia
- Safeguarding Adults
- Safeguarding Children
- Basic life support
- Health and Safety
- Infection prevention and control



CONTINUOUS LEARNING

Beyond Limits wants you to be able to continue to learn and develop your skills, thereby improving the quality of life of the person being supported after induction and probation. Beyond Limits sees this as **continuous learning** which will combine a range of learning opportunities with the expectation that as well as Beyond Limits supporting you with learning, you also take responsibility for your own learning.

WHAT WILL HAPPEN?

YOUR INDUCTION

The induction process at Beyond Limits is tailored to the people that we support. The induction is intended to provide you with all the mandatory training that you require to work in Health and Social Care. It incorporates training and learning that falls within and outside of the Care Certificate. If there is additional training required, specific to the needs of the person you will be supporting (Team Specific Training) this will be arranged once you start your induction training.

Examples of mandatory training are:

- Best practice in the management of medicine
- Infection prevention and control
- Health and fire safety
- Data Protection
- Food Hygiene
- Managing finances
- Adult Safeguarding
- Learning disabilities and Autism (Oliver McGowan training)
- Values and ethos and the culture of Beyond Limits
- First Aid

Examples of team specific training may include:

- Epilepsy training
- Personality Disorder
- Diabetes management
- Supporting people who display behaviours which challenge (CALM)
- Acquired Brain Injury

SKILLS FOR LIFE

Skills for life includes literacy, numeracy and basic IT (information technology) skills.

Literacy refers to speaking, listening, responding and reading with understanding and writing to communicate.

Numeracy refers to understanding, using, calculating and manipulating mathematical information. Interpreting results, analysing data and communicating mathematical information.

IT involves the everyday use of IT equipment including mobile phones, word processing, email and equipment used in the workplace.

It is expected that all staff should be competent and be able to:

- Read and understand health and safety notices and instructions
- Read and understand reports and compare benefits of different options
- Write to a legible standard
- Make effective contributions in meetings, appraisals/working policy and review meetings

ASSESSMENT

At your interview you will have been asked about your qualifications, previous learning and skills.

As part of your probation period, your line manager will discuss your learning needs with you. It is important and you have a responsibility to let your line manager know if you have any particular learning needs, for example Dyslexia.

You will not be discriminated against for being honest. Beyond Limits are unequivocally committed to maintaining our duties under the Equality Act 2010, which are wholly consistent with our values and ethos.

Beyond Limits wants to support you to do your job well, which means being able to record and read information you are required to, contributing to discussions, feeling confident and motivated in the work you do and enjoying your work. Beyond Limits understands that employees come from a range of backgrounds and have a range of learning and development needs and a variety of gifts, skills and talents to offer.

CARE CERTIFICATE STANDARDS

All social care organisations registered with the Care Quality Commission (CQC) are required to ensure all its workers are inducted to a standard that meets the Skills for Care, Care Certificate work-specific requirements.

Anyone who joins Beyond Limits is required to provide evidence of having either a Care Certificate or a Health and Social Care Diploma (Level 2). The Health and Social Care Diploma supersedes the Care Certificate and so if you are joining the organisation with this qualification, there is no requirement for you to complete the Care Certificate.

If you do not have either a Health and Social Care Diploma or a Care Certificate, then you are required to complete the Care Certificate within your first twelve weeks of joining the organisation. Successful understanding and completion of the Care Certificate will mean Beyond Limits, the person being supported, and others can be confident new employees are competent to practice safely and able to work alone.

The Care Certificate standards are completed via an E-learning platform, you will be provided with your log-in details at your induction and further explanation will be given about how to access the curriculum.

Please note that completion of the 15 standards does not signify the achievement of the Care Certificate. In order to be issued with the actual certificate there are a number of workplace observations that need to be undertaken by your line manager. Once these have been submitted and marked and providing there are no issues, then the completion certificate will be issued.

Workplace observations should be carried out during the period of shadow shifts. Signing off evidence of completion will not be taken lightly and evidence of reckless signing off can be deemed a disciplinary offence as it would bring the reputation of yourself, the line manager and Beyond Limits into disrepute.

Employees with previous experience, qualifications or completion of the Care Certificate will have the evidence of this experience assessed when they start with Beyond Limits by their line manager. The successful evidence of completion of units may act as a 'passport' to enable confidence in competency especially in some practices that are common to all social care work. However, because of the very person-centred work that Beyond Limits does it is likely that some person-specific units will have to be repeated i.e. the ways we work and person-centred support.

PROBATION

All new employees are subject to a 6-month probation period (extendable up to 12-months if required). The employee's skills and development will be assessed over this time through regular support and supervision sessions and monthly meetings and a review after the 6 months. Your appointment will be confirmed only after a successful six-month probation period and this decision will be made by the Line Manager. You must have fully completed your Care Certificate (If required) including workplace observations in order to successfully complete your probation period.

During the probation period you will be given appropriate support and development opportunities to help you reach the required standards including regular support and supervision. A personal development plan will be completed at the earliest opportunity so that opportunities for completion of the Care Certificate and other required learning experiences (e.g. moving and handling or managing medication) can be met.

If appropriate you will be signposted so that a functional skills assessment can be undertaken with you (and detailed within your personal development plan), so that any difficulties with skills that are developed.

Any concerns about performance will be dealt with quickly by the Line Manager and recorded in the support and supervision notes.

Extensions of the probationary period may be granted (under exceptional circumstances) to enable required standards to be achieved.

If it is clear, you are not willing or able to achieve the required standards of performance or conduct or complete the process within the probation period this could result in termination of your employment. In this case you will be invited, in writing, to meet with your line manager. The letter will detail the reasons for the meeting and make it clear that termination of your employment is being considered. You can be accompanied by a colleague for support. You will be given the opportunity at the meeting to give your reasons why your employment should not be terminated.

You will be informed in writing of any decision to dismiss, together with the reasons for dismissal and the right to appeal. You will be entitled to contractual pay in lieu of notice unless the dismissal is for gross misconduct. Any appeal must be made within 5 working days of the receipt of the dismissal letter. The appeal meeting will be arranged and take place with a senior member of staff, as soon as is practicable and you will be informed of the decision within 7 working days. The decision made at this meeting is final.

Employment during probation can be terminated by the employee, the employer or the person being supported (third-party) at any time.

If you change role to a more senior position, then a probationary period will still be in place for the new role.

CONTINUOUS LEARNING

Beyond Limits aims to provide you with continuous learning opportunities:

- At induction you will be given a Careskills Academy account, this is initially for the purpose of your induction but there are several other modules that will be helpful to you in terms of your ongoing development.
- There is also the option to be issued with an Open Future Learning account which is an online based E-Learning platform with a range of modules all relevant to your role. You can speak to your line manager about this.
- There is an organisational training calendar which is available to all staff, this is published on an annual basis and includes a lot of personal and professional development training
- You also have the opportunity to undertake a Health and Social Care Diploma (Apprenticeship) upon the completion of your probation.

- If you have any particular interest in a certain training event, please speak to your line manager to see if this can be opened up to the rest of the organisation. We are always open to new ideas and training opportunities.

THE HEALTH & SOCIAL CARE DIPLOMA

You may have the opportunity, if you have not already achieved the diploma in a previous post, to complete a Health and Social Care Diploma at level 2 or above dependent on your job description.

This will be discussed and agreed with your line manager once you have completed your probation. Any enquiries regarding this should be directed to training@beyondlimits-uk.org.

Anyone who progresses and starts the Health and Social Care Diploma is expected to sign a training agreement which outlines costs involved (covered by Beyond Limits) and the conditions under which the diploma is taken.

For more information on this, please email the training department training@beyondlimits-uk.org.

PERSONAL DEVELOPMENT PLANS

All Beyond Limits employees will have their own personal development plan. The aims and purposes of the plan is:

- To help managers and you to make effective arrangements to identify and meet learning needs.
- To develop the skills, knowledge, values and behaviour that you need to do your current job well.

The personal development plan documentation is available from your line manager and will be shared with you at the earliest opportunity once employment commences.

All learning, be it for the Care Certificate, Diploma's or person-specific learning to better support the person you work for, will be taught in a number of different ways with the expectation that you take responsibility for your own learning, with support from Beyond Limits.

This will include:

- Taught courses (internal and external)
- Distance learning
- E-learning
- Guided reading

- Structured supervision scenarios
- Mentoring by a more experienced colleague

Evidence of learning can be collected through:

- Written feedback
- Observation by experienced employees or employees with training qualifications
- Feedback from colleagues, family, the person being supported and/or other professionals
- Reflective summaries and learning logs
- Certificates of competence

We will expect you to put into practice any learning and training opportunities that are offered to you. We expect you to evidence through your supervision:

- Your input at team reflective clinical supervision sessions.
- The supported person's working policy meetings.
- Your day-to-day support of the person, and how your learning and training opportunities have improved the life of that person.

PAYMENT FOR TRAINING

Training and development opportunities are paid for from the budget of the person you support. Missing, or not making full use of training provided is a waste of their budget. Repeated episodes of non-attendance without good reason could lead to Beyond Limits taking disciplinary action.

Any employee who does not attend training they have been booked onto without good reason or notice may incur a financial penalty. You are obliged to give as much notice as possible, ideally at least 48 hours must be given to cancel your place at a scheduled training event. Failure to attend will result in this being reported to your line manager as an unexplained absence and you may incur a financial penalty as per the term and conditions of your employment contract.

You will be given every opportunity to attend the training you have been booked onto. You will be emailed dates so that you can confirm your availability, and this will be confirmed with a calendar invitation which you must respond to. If you do not respond to the calendar invitation this will automatically default to your acceptance and as such you will be expected to attend the training. For reference to this process, please see Appendix 1 at the end of this policy.

Some training opportunities have high-cost implications for the person you support. Therefore, you will be required to pay the cost back if you fail to complete the course, are dismissed or leave the organisation within 2 years of completing the course.

Please note that there may be other courses that you want to attend that fall outside of the learning required for your role. It will then be at the discretion of your line manager and the operations director as to whether these fees are covered by Beyond Limits.

Keeping your training up to date

Some mandatory training has a renewal period which is highlighted on your training profile which will be accessible to you through your Carista account. Your training profile is also checked as part of your support & supervision, annual appraisal, and ISF meetings.

It is your professional responsibility to ensure you monitor your training records, so you do not fall out with any renewal dates. Certain mandatory courses must be renewed according to specific statutory guidance, for example CQC and HSE. Failure to do this will result in you being removed from shifts until this is renewed, you are not eligible for work and therefore will not receive pay.

Training must be rebooked at the earliest opportunity and any repeated episodes of non-attendance or non-confirmation may be dealt with under the organisation's disciplinary process.

FEEDBACK

Regular, good quality feedback is one of the most important ingredients in building constructive relationships and in getting jobs done well.

At Beyond Limits you can expect other employees and management to be open about giving and receiving feedback about all aspects of our work.

Feedback can be used to:

- Influence someone to do something differently or to change their approach. Feedback is more likely to get a result because it gives the person useful information combined with evidence that you value and support them
- Recognise and reward effort, people are more likely to perform well if you let them know that you've noticed their efforts, and you can tell them specifically what you liked
- Improve the quality of the work you do through clear and timely performance feedback, more attention to performance quality and more clarity about what, how, why and when of people's jobs and tasks

- **Build and maintain relationships** open and honest dialogue is an essential part of a constructive working relationship. Giving regular feedback is one way to build an open climate, where trust and support is a mutual expectation
- **Clarify expectations and prevent guesswork** about performance. People are more likely to meet your expectations if you give accurate information about what you like and value and what you don't like and don't want
- **Influence motivation**, people often respond well when you take the time to give them clear, accurate information, along with a stated intention to help them to do better. Given a challenging message, people are more likely to be motivated to change if you show that you have seen, heard and understood them and that you are offering to support them as they change
- **Manage performance**, people need clear and unambiguous information to help them meet, or exceed your expectations about doing the job

Constructive feedback skills involve both praise and suggestions for change. Just saying well done is nice but does not give the receiver anything further to work on. What they need is to know what they did to deserve praise so they can do it again in the future. Constructive feedback does not mean only giving positive feedback. Negative feedback given skilfully is important and useful for learning.

Guidelines for giving constructive feedback:

- **Give positive feedback** when it is due, don't just point out mistakes
- **Focus on the task or behaviour**, not the person
- **Avoid personal, judgemental comments** e.g. say "it makes it difficult for us all if you are late for meetings" rather than "you are hopeless, you are always late for meetings"
- **Make the comments as soon as it is needed**, rather than days later e.g. "I am not sure this is going to work" instead of "I thought at the time this wouldn't work"
- **Be specific**, identify precisely what has gone well and make specific suggestions for improvement
- **Ask for the other person's view** and listen to it
- **Seek alternative ways forward**. Try to find more than one possible solution so you can agree which one to follow. If you do give negative feedback do not simply criticise but use reflection, ask the person what they would do differently in the future

TRAINING SPECIFIC TO THE PERSON YOU SUPPORT

As a team you will decide what training individually and as a team you require, to ensure the person being supported gets the best out of life.

This training may be social care orientated or based around health, communication needs, or community engagement e.g. autism, personality disorder, offending behaviour, epilepsy, total communication etc. The team leader will put together the training need for the team and work with the Service Leader to source training. It may be that family members need to be asked to attend training and in some cases the person themselves will be involved. Some people being supported will become experts in their needs and may provide the training, with support where necessary for new team members.

Appendix 1



