MARICE RECRUITMENT AGENCY LTD
EMPOWERING CARE, SUPPORTING OPERATIONS, ENSURING EXCELLENCE.

Training and Development Policy

Policy Control Information

Item	Details
Policy Title	Training and Development Policy
Policy Reference	MRA-POL-013
Policy Owner	MRA Ltd
Designated Lead	HR
Version	0.2
Approved By	Managing Director
Issue Date	25/11/2026
Review Date	Annually, and after any change in the law, a serious incident or an audit finding

1. Policy Statement

Marice Recruitment Agency Ltd ("the company") makes sure that its staff and the workers it supplies have the skills, knowledge and training to do their work safely and well, and supports them to keep learning.

This policy is based on the Conduct of Employment Agencies and Employment Businesses Regulations 2003, the Health and Safety at Work etc. Act 1974 and the Equality Act 2010. For workers supplied to clients registered with the Care Quality Commission, training follows the Care Certificate standards and Skills for Care guidance, to support the client's duty under regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

2. Purpose

To set out the induction and training every worker and member of staff needs, how it is recorded, and how competence is checked.

3. Scope

This policy applies to all internal staff and to every worker supplied in Healthcare Staffing, Warehouse, Logistics and Cleaning Services.

4. Induction

Before their first assignment, every worker receives an induction covering the company's key policies, safeguarding awareness, health and safety, timesheets and pay, how to report concerns,

and the standards of conduct in MRA-POL-012. The client gives a site induction on the first day. Internal staff receive a role induction in their first week.

5. Mandatory Training by Sector

Sector	Mandatory training before placement and at the stated renewal interval
Healthcare Staffing	Care Certificate standards or equivalent for care roles, safeguarding adults and children, moving and handling, basic life support, infection prevention and control, fire safety, food hygiene, health and safety, Mental Capacity Act awareness, and learning disability and autism awareness. Medication training where the role includes it. Most topics are renewed every year
Warehouse	Health and safety, manual handling, fire safety and PPE. Equipment certificates, such as forklift, from an accredited provider where the role needs them
Logistics	Health and safety, manual handling, safe loading and vehicle checks, and any driver training the client requires
Cleaning Services	Health and safety, COSHH (safe use of cleaning chemicals), manual handling and fire safety. Infection prevention and control for healthcare settings. Safeguarding awareness for schools and healthcare settings
Internal staff	Data protection, safeguarding awareness, equality, anti-bribery and modern slavery awareness, every year. Role-specific training as agreed with their manager

Where a client needs more training than this, it is agreed in writing before the placement.

6. Supervision and Appraisal

Internal staff have regular one-to-one meetings with their manager and a yearly appraisal. Workers on long assignments have regular check-ins with their consultant, and client feedback is used to agree any further training they need.

7. Competency Assessment

For healthcare roles, the company checks that workers can apply their training in practice, using certificates from recognised providers, references and client feedback. A worker whose competence is in doubt is not placed in that type of role until it has been dealt with.

8. Training Records and Monitoring

A training matrix records each person's training, the date completed and the renewal date. Workers are reminded before training expires and are not placed in roles that need training that has lapsed. Certificates are checked to confirm they come from a recognised provider.

9. Governance and Oversight

The HR Manager owns this policy and the training matrix. The DOQA Department Head checks training records in the quarterly file audit. The Managing Director has overall accountability. The company aims for 100% of workers to hold in-date mandatory training for their role.

10. Review

This policy is reviewed every year, and when the law, guidance or client requirements change.