

INFORMATION SERVICES STAFF TRAINING AND DEVELOPMENT POLICY

November 2008

1. Coverage

This policy applies to IS staff at Stirling and Highland campuses. It covers arrangements for existing and new staff.

2. Definition

Staff Training and Development covers a range of activities:

2.1 Training for specific job-related tasks: this covers training required to carry out your job. Examples might be training in new technology or software, or training in a new or changed method of carrying out a task such as placing a purchase order.

Where indicated by your team manager, attendance at such training events is compulsory.

2.2 Generic skills which contribute to personal development: these are skills which help staff members to develop their careers or develop themselves as persons.

Staff should be aware that the primary responsibility for personal development rests with the individual. Staff are encouraged to make suggestions for their own personal training and development needs and to discuss these needs with their team manager. Staff should use appraisals or other one-to-one arrangements as an opportunity to review their training and development needs.

2.3 Professional accreditation: this can fall into either or both of the above categories.

3. General approach

Team managers should assess training and development needs for staff in their area of responsibility in the light of service planning, developments and new initiatives and available budget. Team managers should also apply principles of fairness and equality of opportunity when considering staff development and training requests.

Staff are encouraged to make use of the wide range of resources and materials already available in a variety of formats. Possible sources are listed in Appendix A.

4. Induction of new staff

There is an induction pack for IS staff, maintained by the IS Office staff. This should be made available to all new staff. Team managers should also make additional induction arrangements within their teams. This will vary according to the role of the new staff member.

The Human Resources Development Centre also organises induction courses for staff new to the University. Attendance at one of these events is compulsory for all staff, as is attendance at a number of Health and Safety sessions.

5. Probation arrangements for new staff

IS local arrangements will be in line with University policy. Details can be found at: <http://www.hr-services.stir.ac.uk/forms/Probation.php>

6. Short course training

Staff are encouraged to go on short courses of personal development or technical training courses as appropriate to their job, subject to affordability. Such attendance should be discussed with the team manager in the first instance.

7. Conference attendance

Staff are encouraged to attend conferences in relation to their specialist professional area, subject to affordability. Such attendance should be discussed with the team manager in the first instance.

8. On the job Training/mentoring/job shadowing

Staff should be aware of the importance for all IS staff of the range of “on the job” approaches to training. This is often the only way in which knowledge which is specific to some roles in IS can be provided. It will always be important for new staff to benefit from the experience of others and all staff should be aware of their responsibility to participate in training delivered in these ways, both as providers and receivers,.

9. Policy on support of study for professional accreditation

This area covers a broad remit of development which may be:

- specifically job-related
- compulsory or desirable
- may need specific funding.

Examples are listed in Appendix B of this document.

Staff are encouraged to consider such study as is relevant to their role, and should discuss the requirement with their Team Manager in the first instance.

Any personal costs, such as annual professional association subscriptions, are normally met by the member of staff.

10. Policy on support of study for additional qualifications

Staff are encouraged to consider taking a course of study for further qualifications. Written applications from IS staff for support for degree level courses must be made by 1 May each year, and be supported by the Director. Courses leading to other qualifications may be supported by IS. This may involve allowing time off through day release or study leave, and a contribution, subject to affordability and normally not exceeding 25%, of the total cost. The course must be relevant to the job being done currently in IS, or to a job to which the candidate could aspire later in his or her career with IS. Managers should discuss cases with the Directorate.

11. Policy on study leave to undertake courses

Day release with pay may be available up to a limit of one half day per week, or equivalent. The actual level and amount of release will depend on the time and effort required by the course being undertaken. (See Appendix C for examples.) Alternatively, if the study is taken without day release, then short periods of study leave may be granted. This is always subject to the constraints of staffing resources, and must be agreed before a course is begun. Managers have authority to grant such leave but the applications need to be counter-signed by the Directorate. Records will be kept in the office.

12. Policy on leave to undertake personal projects

There may be a requirement to request leave to undertake work related to a personal project, which does not fit within training, additional qualifications or professional accreditation.

Staff should discuss their request with their Team Manager in the first instance. Each case will be considered on its merits, taking account of the constraints of staffing and budget resources.

13. Procedures to be adopted:

Staff are expected to follow standard IS procedures when attending training courses or conferences.

- 13.1 Staff must complete the appropriate travel request form and get budget approval before incurring expenditure.

13.2 Reasonable expenses will be reimbursed according to the University's financial regulations. Details of these can be found at:

<http://www.finance.stir.ac.uk/Staff/staff.php>

13.3 Staff must be mindful that they are ambassadors for the University of Stirling when attending any external events or courses, and must act accordingly.

14. Reflection and sharing benefits

Staff should reflect on the benefits of participating in any staff development event. The form of such reflection, eg written report or evaluation form, should be agreed with the Team Manager.

Staff should cascade the benefits of their learning, if appropriate, to other relevant colleagues. The form of passing on such information should be agreed with the Team Manager.

Appendix A

Available resources:

Staff are encouraged to make the most of the available resources. However, if none of the sources below satisfies the requirement, then staff should discuss it with their team manager in the first instance, as there may be alternative approaches.

1. The University's HR Development Centre (HRDC):

Details of its programmes, courses and resources may be found at the above site, where there are links on the right-hand of the page.

<http://www.hr-services.stir.ac.uk/training-development/index.php>

2. Information Services Computer Liaison and Training team (CoLT)

Details of its courses may be found at:

<http://www.is.stir.ac.uk/help/training/training-stirling/index.php>

There is information at the above site for Highland staff, accessible via the appropriate tab.

3. In-house IS staff development events

It is important that staff at all levels and in all the teams, whether full-time or part-time, should be fully aware of the services and facilities run by their colleagues in other parts of Information Services. From time to time, teams may run presentations on their work. These will be repeated at intervals to allow new staff to participate and to publicise changes and new initiatives. Where possible, such events will run on two separate days in a week to allow as many members of IS to attend as possible. Such sessions will also make use of video conferencing facilities in order to ensure that colleagues on all campuses may participate. Part-time staff who attend will be paid extra if these sessions do not correspond to their normal hours.

Any Team Manager who plans to run a staff development event for their team should consider inviting staff from other teams too, where relevant.

4. Professional discussion lists, journals, blogs etc

There are a number of discussion lists covering specialist IT and library topics. All IS staff are expected to keep abreast of developments in their own specialist area.

5. In-house materials

The library offers access to material in print or electronic form on a wide range of topics related to both personal and professional development. These can be found via the library catalogue at : <http://libcat.stir.ac.uk/>. Further assistance is available via the Information Centre.

In addition, HRDC holds a small collection of material, including videos.

6. Materials available via Microsoft Campus Agreement

CBT Nuggets – this is an archive of training videos covering, for example, MS Windows and MS Office. It can be found at <http://tig.stir.ac.uk/>, and then click on the training link.

As part of the Software Assurance Benefit Scheme, University staff may access approx 90 online learning courses provided by Microsoft. These are not technical courses but cover what would be regarded as the user applications, and include Vista and Office2007.

Please contact CoLT for details of how to access these e-Learning materials.

7. External events run by other organisations

This could be external training events or attendance at specialist conferences. Information is regularly circulated by email or posted on the portal.

IS co-operates with other library and information services departments in other institutions through organisations such as SCONUL (Society of College and University Libraries), UCISA (Universities and Colleges Information Systems Association), CILIP (Chartered Institute for Library and Information Professionals), Scottish Academic Libraries Cooperative Training Group. Courses are often run under their auspices and details may be found at:

<http://www.jiscmail.ac.uk/cgi-bin/filearea.cgi?LMGT1=LIS-SALCTG&a=get&f=/welcome.html>

It should be noted that these courses are not solely aimed at library staff.

David Gardiner is the Stirling representative on SALCTG.

8. Sources of external funding

There are a number of bodies who make some funds available to contribute to personal development, subject to a strong case being put forward.

An example is the Carnegie Trust for the Universities of Scotland. Details can be found at the following site:

<http://www.carnegie-trust.org/>

Staff are encouraged to seek such funding in pursuit of a development opportunity, if relevant. Staff should note that awards from such bodies are usually partial, subject to equivalent funding from their institution. Staff should discuss their proposal with their manager in the first instance.

Appendix B

Examples of professional accreditation/chartership

1. CILIP Qualifications.

Professional library staff are encouraged, but not required, to pursue chartership. The process involves working with CILIP accredited mentors in the preparation of a [Personal Professional Development Plan \(PPDP\)](#) and subsequently a portfolio of materials produced over one or two years, depending on the path chosen. Mentors could be at another institution if appropriate. The University will support this process by allowing the individual time away from their desk to meet their mentor, attend external groups, attend courses and become involved in the wider profession. Modest travel expenses will be reimbursed. There is no final examination but initial registration attracts a modest fee, which would be borne by the University. Subsequent subscription charges will be borne by the individual staff member.

Similarly support is offered to non-professional staff wishing to pursue CILIP's Certification scheme, which recognises the contribution made in library and information work by para-professionals.

Chartered members are encouraged to register with CILIP as mentors and time will be given to attend the mentoring workshop and associated travel expenses as appropriate.

Further information on CILIP's framework of qualifications and professional development can be found at: <http://www.cilip.org.uk/qualificationschartership>

2. PRINCE2 Accreditation

IT Project Managers are expected to achieve PRINCE2 accreditation. This involves attending specific training courses and passing two examinations. While this remains a requirement, the costs will be borne by the University. Accreditation lasts for five years. In order to maintain this, practitioners are expected to sit and pass a further written examination. Much of the preparation time is included in the training course, as is the examination. A small amount of further study leave may be requested. This should be discussed with the Team Manager.

3. Microsoft accreditation

Technical IT staff are encouraged, but not required, to pursue Microsoft and other appropriate accreditation where it would enhance their role. The process involves undertaking a course of self-based learning, based on the materials available through CBT Nuggets or the Software Assurance Benefit Scheme. Staff interested in pursuing relevant study should discuss this with their immediate line manager in the first instance to agree a reasonable timescale for completion. Accreditation is achieved by sitting and passing an examination. The cost of the examination will normally be borne by the University, via the local team budget. On occasions, the cost of one resit might also be similarly covered. Thereafter the cost would be borne by the individual. Staff are expected to gain accreditation if such a course is pursued

Appendix C

Examples of study leave which might be granted

Example 1

A module at the University of Stirling equates to 22 SCQF points which in turn equates to 220 hours over a semester. Study leave would be awarded at 10%, which equates to 22 hours over the course of a semester, which in turn equates to approximately 3 days leave.

Example 2

Some Open University modules equate to 60 points on the scale they use, which in turn equates to 624 hours over a year. Study leave would be awarded at 10%, which equates to 62.4 hours over the course of the year, which in turn equates to approximately 9 days leave.

These are simply examples to guide managers and staff to calculate reasonable and equitable levels of study leave.