



# TTSL TRAINING POLICY



Training plays a major role in the Tyne Tees Security Limited business operations. Our objectives are to provide training to employees and members of the public/members of other businesses, which meet all relevant training industry standards and satisfy the needs of our clients, employees and others.

- Training shall be carried out by competent, trained professionals who have the relevant certification and qualifications for the courses they are training.
- Inductions and basic on the job training will be mandatory for all employees.
- Individual training programmes will be designed for all employees pertaining to their specific roles and career progression.
- The necessary support services will be in place to ensure that all training provided is delivered in an efficient, professional and effective manner.
- There will be bespoke training packages designed for clients and members of the public.
- Administration will deal with all enquiries, applications, course paperwork and liaison with accreditation bodies.

Training is a shared responsibility for management, all employees and those business associates who provide us with products, materials and services.

Tyne Tees Security established Training Policy is that of a total commitment and continual improvement to the training services provided which are fit for purpose to suit their employees, clients requirements and to achieve customer satisfaction at all times.

To ensure consistent conformance to specified requirements and client expectations, the Company has provided an effective Training resource which delivers SIA Training courses adhering to the requirements of the Security Industry Authority Approved Contractor Scheme.

It is the effective operation of the Company procedures that ensures the efficient implementation of the Training Division and the following objectives apply to all Company Personnel:

- To strive for improved levels of training and promote Client perception of the Company Training Policy at all times.
- To ensure that the methods described within this policy accurately and adequately describe the activities being performed to achieve total customer satisfaction.
- To take timely and effective action to prevent both non-compliances and corrective action situations arising from personnel not being adequately trained.
- To ensure correct use of company forms and measurement systems that will give objective evidence of continual improvement of the Training Division. This will be ongoing until the specified company training levels are not only achieved but can be positively verified and validated.
- Employee training development will be measured at all times through management and supervisors.



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The company is committed to providing the resources and continued training of all employees in order to support their function in providing a quality service. This Training Policy is fully understood, implemented and maintained at all levels within Tyne Tees Security at all times and all employees are made aware of its requirements via:

- Being given a personal instruction of the Training Policy.
- Continuous quality audit and Management Reviews.
- By each employee having a continuous training development programme.

Position in organisation: **Director**

Name: **Gaurav Goyal**

Signature

A handwritten signature in black ink, appearing to read 'Gaurav Goyal', with a long horizontal flourish extending to the right.

Date: 09 April 2015

