

TRAINING AND DEVELOPMENT POLICY

- Policy** : Training and Development Policy
- Manual** : Human Resources Policies and Procedures Manual
- Applicability** : All permanently employed Employees within the Digicall Group that have successfully completed their probation period, and temporary Employee’s appointed for longer than 3 consecutive months who earn below the income threshold as determined by the Basic Conditions of Employment Act.

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1. INTRODUCTION AND PURPOSE

- 1.1 The Company acknowledges that its success lies within its Human Capital, and that each individual's career path and personal development is important to the Company's business vision.

2. OBJECTIVES

- 2.1. This policy is a framework designed to afford Employees the opportunity to develop themselves whilst maintaining specific developmental strategies within the Company.

3. SCOPE OF APPLICATION

- 3.1. The policy shall apply to all permanently employed Employees that have successfully completed their probation period and temporary Employee's appointed for 24 consecutive months or longer.

4. DEFINITIONS

The definitions listed in Table 1-1 apply to this document.

A capitalised item within the text indicates the availability of a definition.

Table 1.1 Definitions

Item	Definition
Company / Employer / Organisation	Digicall Group
Employees / Applicant / Trainee / Recipient	Permanent salaried staff on the Company payroll
Contractors	Contractors working for the Company in an individual capacity who are not considered to be Employees of the Company
HR	A representative of the Human Resources department
S CUBED	Online Human Resources self-service application
Training	Degrees, diplomas, certificated courses, non-certificated courses, seminars and conferences, workshops, talks/presentations, self-study (e.g. via a reading list), coaching and mentoring.
SDF	Skills Development Facilitator

5. TRAINING TYPE CATEGORIES

5.1. Self-identified training development

5.1.1. The Company encourages its Employees to actively participate in their continuous development and as such, Employees may therefore identify specific training and development interventions that they wish to undertake. These training and development interventions are subject to the approval of Management.

5.2. Company-identified training development

5.2.1. The Company will identify certain training and development requirements for selected Employees and will require that the identified Employees attend the relevant training.

5.2.2. Company identified training will be in line with the Company's skills development plan.

5.3. Membership of professional associations

5.3.1. The Company supports membership of the various professional associations for all professionally qualified Employees.

6. TRAINING ASSISTANCE POLICY

6.1. Initial assistance will be in the form of an interest free loan for the registration costs and tuition fees, payable directly to the training institution.

6.2. Financial assistance of training programs will be subject to a work back agreement of a period as follows calculated on the total training costs due to the Company at the date of the application.

- Training costs up to R2000– 3 Months work back obligation or;
- Training costs up to R5000 - 6 Months work back obligation or;
- Training costs in excess of R5000 – 1 year work back obligation or the equivalent of the duration of the course;

6.3. It is expressly agreed that the Company provides this financial assistance to the Employee as an investment in the Employee for future service where the required knowledge gained by the Recipient after obtaining the full qualification will be returned to the Company in the form of services.

6.4. The course cost will be restricted to the Employee's ability to repay the Company within 12 months at a level not exceeding 20% of gross income.

6.5. Prior written authorisation is required before the Employee will receive any training assistance from the Company.

6.6. A work back agreement for an agreed period must be signed prior to commencement of studies.

7. ELIGIBILITY

7.1. The course of study must be in direct relation to the Employee's current job.

7.2. The course must be provided by an institution recognised by the Company.

- 7.3. The Employee must be considered capable of successfully completing the course.
- 7.4. The total duration of the training period and the work back obligation has to be no less than the total period employed where the Employee is employed on a temporary basis.
- 7.5. No current written warnings on file.
- 7.6. No other loan agreements in place.

8. TRAINING ASSISTANCE PROCEDURE

- 8.1. The Employee will approach the relevant line Manager and discuss training needs; alternatively such training needs may also be identified during performance reviews. The Manager must ensure that training is job-specific and appropriate for the candidate.
- 8.2. Employees are then required to complete and submit the Employee study assistance application form to Management prior to undertaking any training which may include supporting documentation.
- 8.3. Applications must be completed in full and accompanied by the following supporting documentation:
 - 8.3.1. Programme overview / course outline for which the Employee intends to enrol.
 - 8.3.2. The full cost of the programme / course.
 - 8.3.3. Due date of payment.
 - 8.3.4. List of compulsory prescribed text books, including a quotation and / or statement from book shops or institutions to verify the amount(s) requested.
 - 8.3.5. Membership fees of professional institutions that are a prerequisite for registration, where applicable.
- 8.4. The study assistance application form, together with all the supporting documents then has to be submitted to the HR department for authorisation. Both Manager and Employee signatures will be required on the application form.
- 8.5. The Company will consider the request based on relevance of the training, cost to Company and available funding/budget and notify both the Manager and the Employee of the outcome.
- 8.6. HR will forward the quote to the Finance Department. The requisition will then be created (with applicable approvals according to delegation of Authority) which leads to a purchase order.
- 8.7. The Trainee will then sign the acknowledgement of debt and work back agreement. The work back period will commence upon completion of the course.
- 8.8. The Employee will then request a pro-forma invoice with the Company Vat number included and student number if applicable. Should the Employee have made payment of the fees for the study course directly, then the Employer will reimburse the Employee provided that the Employee has provided satisfactory proof of such payment to the Employer.
- 8.9. The Finance Department will then finalise payments and issue proof of payment to HR.

- 8.10. The Trainee will then inform the line Manager and relevant staff members of class dates and times. The Trainee will lastly apply for study leave on SCubed in accordance with the leave policy.

9. RESPONSIBILITIES

9.1. Employee

- 9.1.1. Employees are responsible for their career and related development as well as providing input for their own personal development plan.
- 9.1.2. Employees are expected to apply themselves fully to all training and development courses in order to gain the optimal benefits from the course, apply the learning gained in their workplace and share the learning with colleagues.
- 9.1.3. Should there be factors outside the Employee's control which could impact his/her ability to successfully complete the course or pass the qualification, the Employee should notify his/her Direct Line Manager immediately. This could include perceived deficiencies in the quality of the course materials or in the capability of the course lecturers.

9.2. Training committee and HR

- 9.2.1. Ensure that the organisation has a Training Policy and that it is in line with the regulations as laid down by the Skills Development Act.
- 9.2.2. Ensure that the development and implementation of the Workplace Skills Plan is aligned to the strategic Mission and Vision of the organisation.
- 9.2.3. Keep the envisaged training and development of employees in the organisation abreast with the long-term transformation objectives of the organisation.
- 9.2.4. Ensure that the Workplace Skills Plan is aligned to the Employment Equity Plan and Business Plan of the organisation.
- 9.2.5. For the benefit of the organisation, take cognisance of BBBEE requirements.
- 9.2.6. Establish training priorities for the organisation based on its short and long term needs.
- 9.2.7. Align training to the relevant SETA Sector Skills Plan, learnerships, career pathways, accredited national qualifications, etc.
- 9.2.8. Communicate the completed Workplace Skills Plan to other employees in the organisation.
- 9.2.9. Monitor the implementation of the Workplace Skills Plan.
- 9.2.10. Periodically revise the Workplace Skills Plan.
- 9.2.11. Implement the development of employees in the organisation and the strategies of the organisation fairly and equally.
- 9.2.12. Acquire/identify the required resources to evaluate the training programs in the organisation.

- 9.2.13. Evaluate the skills development needs of the employees and organisation and continually evaluate the implementation of identified needs.
- 9.2.14. Develop and implement external and internal skills development strategies.
- 9.2.15. Monitor the progress of the skills development of the organisation.
- 9.2.16. Monitor the implementation of the WSP.
- 9.2.17. Develop and implement correctional actions where required.
- 9.2.18. Ensure that the skills needs of the organisation are identified.
- 9.2.19. Ensure that all staff has been classified according to the Organising Framework for Occupations.
- 9.2.20. If required, ensure that that there is a skills performance system in the organisation.
- 9.2.21. If and where required, ensure that there is an individual development pathway for all employees, as well as the skills requirement and learning pathway.
- 9.2.22. Where applicable, ensure that a portfolio of evidence has been developed for all employees that receive training in the organisation.
- 9.2.23. Ensure that at least all of the Mandatory Grant is spent on skills development.

10. ADMINISTRATION

- 10.1. Upon completion of the course the Employee is required to submit a certificate of attendance or proof of completion of the course.
- 10.2. Results / certificates must be updated on the Employee's file at the HR Department as well as on the Employee's SCubed portal.
- 10.3. The Employee will be required to complete a course evaluation form upon completion so as to provide feedback to the Company on the relevance of the course for the Company. The Company will utilise the feedback in order to establish a list of preferential training service providers and courses.
- 10.4. It is imperative that records are maintained in respect of studies undertaken by an Employee. This would include:
 - 10.4.1. Copy of course registration form
 - 10.4.2. Proof of fees paid
 - 10.4.3. Copy of exam timetable
 - 10.4.4. Proof of examination results
 - 10.4.5. Details of financial assistance

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