

Overview of the policies and processes that affect the L&D department at Babcock

Over the years a number of rules and regulations have been put in place to protect employees. These are some of the most well known ones which affect my L&D department but also my workplace as a whole:

The Equality Act 2010

The numerous laws surrounding equality and discrimination were put into a single act. It highlights the 9 protected characteristics and the types of discrimination (direct, indirect, harassment and victimisation). It affects everything from hiring practices and job requirements to creating a healthy, open and welcoming workplace. It helps create a diverse workplace, this helps produce a team with a varied set of skills and opinions and views. Allowing for challenges of current methods, better ways of doing things etc. This is especially important in L&D as you come across a whole range of different people with different ways of learning. The legislation can also help people feel included and like they belong, this can help with retaining that diverse workplace, as well as inviting and being open to ideas. L&D budgets are often restricted, any ideas on stretching budget or repurposing or pitching ideas to receive more budget can all help. Innovative ways to keep things fresh or engaging. There's simply no downside to sharing ideas. There are multiple channels for this, emails, a reporting line, speaking directly to the person in charge, comment boxes. The legislation allows for these processes to be put in place, encouraging these behaviours.

General Data Protection Regulation / Data protection Act

Laws about protecting people's data, specifically focusing on how a company uses and stores peoples data. With L&D training courses are completed again and again with different people each time. Analysing trends can help us understand more about the course's effectiveness, however specific data like names and ages and emails aren't necessary for this. On the other hand, if a soldier wants to complete a higher level course, evidence of them completing the first course would be useful to keep stored on the system. They should be able to request their results for courses. These two sets of data would be necessary to keep but in separate databases. For the protection of the individual. Data on soldiers is especially sensitive if gotten into the wrong hands. Therefore GDPR is essential in keeping everyone safe as well as building and maintaining trust with our main contractor, the army.

Health and safety legislation such as the Health and Safety at Work Act 1974

Employees must do a set of training including fire safety, mental health, hazards, lifting and ergonomics etc. This helps employees stay safe and healthy, preventing accidents and injury. It also provides them with the knowledge needed for situations at work (fires, hazards). Not only this but with every training completed a risk assessment is completed. Considering the nature of our training offered by our company, some tasks are very high risk. Multiple hazards and things that could go wrong without the necessary precautions in place. Eg. equipment checks, cars driving past, heavy loads, authorized and certified use of heavy machinery. Babcock prides itself on creating a safe and secure world, our motto being "everyone home safe everyday". The preliminary safety checks and risk assessment, as enforced by the legislation, ensure soldiers train safely and return home safely.

As for policies and process; specific to babcock:

Courses and training

We have quite a unique model. I'd say, cancellations of courses do not happen. If changes need to be made for whatever reason they are just delayed. Aspects of training can be cancelled, maybe the simulation suite is over booked for example. If the army is at fault, nothing happens. If the training provider is at fault, this can be considered/submitted as a training fault. This can result in a fine for the training company, eg babcock. RTO policy explains what happens when soldiers fail courses. While most of the time they just redo things until they pass, if they have a reason they are failing eg behavioural, mental health. Injury. They can be sent back home, JSP 822 is the defence direction and guidance document for training and education. This, very large, document is a collection of policies, which are consulted in every step of course creation. It includes mandatory and recommended policy guidance as well as ones that are just good practice. It ensures that learning is orderly, effective and above all safe.

While the army can cancel and adjust training as needed, if we miss a day or move something without giving 24 hours notice we can be given a training fault. Which can result in a fine for the company.

We have a process in place for course piloting - obviously piloting a course within the army isn't as easy as maybe an excel course might be. There's a structured training cycle that spans 5 years. (all courses are reviewed every 5 years). Multiple groups must collaborate - the higher ups, the field army, training design, training analysts etc. feedback and performance data is collected. Everyone works towards deciding if changes need to be made, what changes and how. Making sure these changes stick within the rules and regulations.

Privacy and confidentiality

There are a number of policies in place regarding confidentiality. We have a whistle blower policy, where channels are in place for anonymous reports or comments where no risk comes to the reportee. Anti bribery - to prevent selling/blackmail etc for information. When we go abroad we have to first inform our manager of where we are going - if we were to book flights, hotels etc beforehand that we have to cancel because of work we are liable as we are supposed to tell them beforehand. This all may not sound relevant but it's super important in keeping everyone safe. Working at Babcock can mean access to sensitive information(Training tactics, personal info, whereabouts) that opposing countries would value. Putting these policies in place ensures soldiers safety before, after and during training.

We have a work flow process for most jobs/tasks. As we work for a contract, every task we do for the army goes through a request type system. This allows us to keep track of tasks, see where needs more support and where more projects can be picked up. Our media developer in charge of onboarding people for training struggles with her work load and often turns down training related requests as a result. The process/work flow allows us to see the number of denied requests and is the basis for finding a training/media support hire. It also allows us to collate stats on how much we're doing and how it's benefiting the army - this contributes to the success in keeping and extending the contract.