COP408

TRAINING AND PROFESSIONAL DEVELOPMENT POLICY AND PROCEDURES

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1. POLICY INTRODUCTION

It is essential that National Ambulance (NA) has a well-educated work force to meet the requirement of a first class pre-hospital care provider. Accordingly the Company provides professional development for employees to meet the requirements for relevant positions. This policy is based on the following selection requirements for each position:

- **Healthcare employees:** Must have the minimum educational requirements as required by the Department of Health of Abu Dhabi for licensing purposes
- **Non-Healthcare employees:** National Ambulance will provide training to Non Healthcare employees and the training should meet the minimum of their positions on an annual basis.

2. SCOPE

This policy applies to all National Ambulance employees. There are separate, specific policies for healthcare professionals to cover continued medical education.

3. ROLES AND RESPONSBILITIES

Chief Administrative Officer: The CAO is the approving authority for the individual and non-healthcare training and professional development

Medical Director: Is responsible for the overall management and organization of training and professional development for Healthcare employees

Clinical Education Manager: Is responsible for developing, planning, programming and conducting training programmes for Healthcare employees to ensure the required clinical education standards are maintained

Line Manager: The line manager is responsible for liaising with employees regarding training and development in order to meet the requirements for the position and notify the HR & Corporate Services Manager with the training requirement prior annual budget planning phase.

Employee: Is responsible for considering their own professional development requirements and discussing with the line manager as required. Healthcare employees are responsible for ensuring they meet the required CME points each year

Education: Education staff are responsible for maintaining clinical education records and certificates for all Healthcare employees

HR & Corporates Services Manager: is responsible for liaising with training institute regarding training courses, registering the employees to relevant training courses.

HR staff: are responsible for maintaining records for all training and professional development for all employees for non-clinical training

IT Department: is responsible to conduct a periodic training awareness session e.g. cyber security awareness through LMS.

4. TRAINING AND PROFESSIONAL DEVELOPMENT

4.1. Healthcare Employees – Professional Requirements

Clinical Services are required to develop policies and procedures to set out all training and professional development requirements for all Healthcare Professionals employed by the Company. All Healthcare employees are required to:

- Attend training courses as designated
- Meet minimum CME requirements for their position as detailed in Company policies

4.2. General Professional Development - All Employees

4.2.1. Employees are employed on the basis that they are fully qualified for the position they are recruited for. Other than professional development for Healthcare employees, their competencies are to be developed through the on-going review and assessment process through setting of objectives.

4.2.2. Line Managers are to review their employee's non-healthcare professional development requirements during the Performance Review process. Any recommendations are to be submitted to HR & Corporates Services Manager for review and to CAO for approval. This should include training/education required, reason/s, training institution, cost and amount of time off duty

4.2.3. Employees may submit requests for professional development to their Line Manager for consideration. If the request is supported it should be submitted to the CAO with full details as detailed in 4.2.2.

4.2.4. The CAO may approve funding and/or time off work for an employee to attend professional development depending on the circumstances and as required for the position. Approval will not be given if the professional development impacts on the employee's Company responsibilities.

4.2.5. Approval for an employee to attend training during probation will only be given in exceptional cases, as approved by CAO.

4.2.6. Should an employee not pass the training where financial assistance has been provided by the Company, they may be required to reimburse the Company all costs

involved. A repayment schedule will be approved depending on the employee's circumstances, with repayments being deducted from monthly salary.

4.3. PROFESSIONAL DEVELOPMENT FOR UAE NATIONALS

4.3.1. Long term education is only offered to UAE National employees. To be eligible employees must meet the following criteria:

4.3.1.1. Must have been employed for at least 12 months'

4.3.1.2. Must be assessed as meeting expectations

4.3.1.3. Not have any disciplinary or attendance issues for the past 12 months'

4.3.2. Submissions for long term education are to be submitted through the Line Manager to the CAO for approval. Consideration will be given to the following:

4.3.2.1. Training institutions must be listed with the Abu Dhabi Education Council.

4.3.2.2. The education meets the future needs of the Company

4.3.2.3. There will be a Return of Service (ROS) for the education provided. The ROS will be dependent on the training provided.   If the employee does not complete the ROS then they will be required to refund all costs provided by the Company

4.3.2.4. If an employee does not pass or does not complete the education programme they will be required to repay all costs provided by the Company

4.3.2.5. The employee will be required to provide a log of attendance at the training institution on a regular basis, depending on the training provided
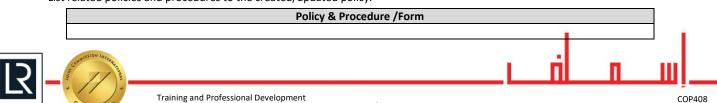
5. RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

Code, Name of Legislation	Jurisdiction
Code, Name of Legislation, Year here	Jurisdiction here

6. RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Policy & Procedure /Form

7. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to qhse@nationalambulance.ae

8. DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- HR and Corporate Service Manager

This controlled document is managed / overseen by [Procurement and Tendering Committee and/or Audit and Risk Management Committee and/or HR and Compensation Committee].

Change Brief

Version No.	Date	Change
1	July 2011	New Policy
2	August 2015	Complete Rewrite and changed code to COP408 from NACHRP12
3	October 2019	Due to Review , amended HR Roles & Responsibilities, Document Owner
4	October 2020	IT Department Roles and Responsibilities

CEO Approval

Board Member Verification