

# QBD.15 Training & Development Policy – Issue 2026

## 1. Purpose

Rayan Facilities Management Ltd is committed to ensuring all employees are competent, confident and fully trained to carry out their duties safely and effectively. This policy outlines our approach to induction, mandatory training, refresher training and ongoing development, ensuring all relevant legislation, industry standards and contractual requirements

## 2. Scope

This policy applies to all employees, contractors, managers, supervisors and anyone working on behalf of Rayan FM across cleaning, security, mobile services and support functions.

## 3. Responsibilities

*Managing Director:*

- Ensures adequate resources are available for training.
- Approves training strategy and annual training plan.

*Managers / Supervisors:*

- Identify role-specific training needs.
- Ensure employees complete mandatory and refresher training.
- Confirm competence through supervision and performance reviews.

*HR / Training Administration:*

- Maintain the training matrix and training records.
- Arrange training courses and manage booking systems.
- Ensure compliance with legislation, standards and SIA requirements.

*Employees:*

- Participate fully in required training.
- Maintain competence and request additional training when needed.
- Follow safe systems of work and site procedures.

## 4. Training Standards & Commitments

### 4.1 Induction Training

All new starters receive induction covering:

- Company policies and expectations

- Health and safety
- Fire safety and emergency procedures
- Site rules and client requirements
- Environmental responsibilities (ISO 14001)
- Role-specific training requirements

#### *4.2 Mandatory Training*

May include:

- Manual handling
- COSHH
- Fire safety
- First aid awareness
- Conflict management
- Lone working
- Information security
- Environmental awareness
- SIA training (security roles)

#### *4.3 Role-Specific Training*

Examples:

- Cleaning operations and chemical safety
- Use of equipment and machinery
- Security patrol techniques
- Waste management and sustainability

#### *4.4 Refresher Training*

Completed based on:

- Legislation
- Industry standards
- Client requirements
- Risk assessment findings

#### *4.5 Development Training*

Employees may access:

- Skills development
- CPD opportunities
- Training to support progression into new roles

### **5. Learning & Competence**

- Competence assessed through supervision and appraisal.
- Effectiveness of training reviewed and documented.
- Training records maintained in line with ISO 9001 and ACS requirements.

## 6. Annual Review & Training Plan

- Training needs reviewed annually.
- A company-wide annual training plan will be developed and monitored.

## 7. Equality & Fair Access

- Training opportunities will be provided fairly, in line with the Equality Act 2010.

## 8. Policy Review

This policy will be reviewed annually or earlier if legislation, standards or operational requirements change.

Signed:

Siobhan Hamill  
Managing Director

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**RAYAN**  
FACILITIES MANAGEMENT LTD