



## TRAINING POLICY AND PROCEDURE

### Policy Statement

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Crosspoint (Westbury) is a local charity which seeks to promote the wellbeing of local residents by contributing to the relief of those in need, irrespective of age, gender, marital status, race, ethnic origin, religion, sexual orientation, and physical or mental capability.

The organisation will take all reasonable steps to provide training and guidance to volunteers in order to assist them in delivering an appropriate service to the community. Changes in processes and procedures that impact on the work of Crosspoint will be monitored and volunteers will be updated accordingly.

### Procedure

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All Crosspoint volunteers will be given a checklist of the duties carried out during a session.

All Crosspoint volunteers will complete training in the following areas:

- Meet and greet skills;
- Listening skills;
- Data Protection;
- Safeguarding.

Such training will be undertaken as soon as is reasonably possible after the volunteer starts with Crosspoint.

All volunteers will have their training, and the date of undertaking, entered in their personal files.

In the event that a volunteer can demonstrate that s/he has completed training in one of the above areas that the Chair of the Trustees considers to be of an equal or higher standard, the volunteer may omit that training. A note to this effect will be placed on personal file.