

Policy:	Training & Knowledge
Edition:	17 th August 2020
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Last Review date:	20 th September 2023
Editions:	V3

BID TRAINING POLICY

PURPOSE to ensure that a set process and procedure is followed when scheduling, booking and funding all training to ensure that it is booked fairly and equitably between all BID Businesses and training providers and that the training provided meets the requirements of as many BID Businesses as possible.

Contents

1. Introduction
2. Purpose of BID Training
3. Courses
4. Providers
5. Delegate Allocation
6. Delivery
7. Cancellations
8. Feedback

1. Introduction

Halton Chamber Enterprises Limited, trading as Halton BID, proposed the delivery BID wide, business training under Theme 4: Training Skills and Knowledge of the BID Proposal/Business Plan, 2018. This policy is to guide the fulfillment of this requirement; to ensure that a needs lead, coordinated approach and a tailored, quality training programme is delivered which is offered equitably to all BID Businesses and delivered by suitably qualified providers.

2. Purpose of BID Training

To upskill the owners and employees of BID Businesses by providing a suite of high quality, locally delivered courses tailored to meet a range of BID business requirements. Halton BID will endeavor to respond to changing needs and any increase in demand for particular training requirements by remaining flexible in its approach.

3. Courses

Halton BID will organise training courses that might otherwise be cost prohibitive, difficult to deliver or that require specialist equipment or software. Wherever possible Halton BID will offer free training courses or on occasion subsidised training, taking advantage of economies of scale to deliver best value to BID businesses.

Halton BID will be guided by BID Businesses and continue to research and respond to training enquiries whether received from a BID Business employee, owner or training supplier. Where sufficient BID Business demand is identified and the budget allows, Halton BID will look to organise said training courses.

To help support all BID Businesses and encourage all organisations to be legally compliant, high quality, mandatory training, will be scheduled for delivery, as a matter of course, each year.

To ensure that training remains relevant and timely, Halton BID will continue to research, identify and update the delivery programme so new courses can be included thereby encouraging innovation and timely supply. To improve accessibility, and in response to the needs of both small businesses and shift workers, a range of delivery mechanisms will be considered including face to face, live virtual training and online training. This will help Halton BID to provide learning for all and the delivery of courses which can be completed as and where and when it is convenient for the BID business/employee to do so.

4. Providers

All training providers will be assessed to ensure they have sufficient experience, relevant qualifications and the required accreditations. All participants will be asked to rate the quality of all courses. Feedback will be evaluated against a range of criteria with comments being investigated and acted upon. At all times Halton BID will seek to continuously improve the delivery and content of courses always seeking best value and outstanding quality.

Once suitable training providers are identified, a cost/benefit analysis is undertaken, and a decision is made according to best value with consideration given to course availability as sometimes specific dates are required. Suppliers are booked accordingly.

Where a number of suitable suppliers are identified, preference may be given to BID Businesses, Halton Chamber Members and locally based, Halton Borough businesses.

5. Delegate Allocation

Once booked all course are to be added to the Events page on the Halton BID website and promoted via social media, BID Newsletters and BID emails. The number of participants on courses is usually limited in accordance with the trainer's terms and conditions. All places are allocated on a first come/first served basis with one delegate from each BID business being able to register and secure a place on each course up until the course capacity has been reached. Once the course is full any further interested parties will be added to a reserve list. This list will be accessed should any registered delegate cancel their place/is unable to attend.

Additional members of staff can be added to the reserve list should an organisation want more than one employee/person to attend. Places will be allocated to these people (again on a first come / first served basis) if the course is still undersubscribed one week before the delivery date. Priority will always be given, however, to BID businesses on the reserve list that have not already secured a place on the course, again on a date of registration basis.

Prior to the course the BID team will contact delegates (or their manager) with the joining instructions confirming the course timings, the venue address/details and any other relevant information/additional requirements such as equipment required, the provision of lunch etc.

All BID businesses are required to let Halton BID know if they are unable to attend a course, for whatever reason. Places should be cancelled by email to bid@haltonchamber.co.uk. Sufficient time should be given so reserved places can be re-allocated. BID businesses that fail to cancel/attend courses on a regular basis may find that other BID businesses are given priority as a result; the BID should, at all times, seek to ensure that best value/maximum attendance is delivered against training provision.

6. Delivery

The BID team will liaise with the training provider to ensure that the venue is suitable and to ascertain any other requirements, for example a projector and screen.

Refreshments will be provided to delegates, where and when preferable/necessary. The BID will also seek to accommodate any dietary requirements when informed/where possible. If refreshments are not supplied delegates will be informed accordingly and advised to bring their own refreshments with them.

7. Cancellations

All delegates are to be reminded upon booking any training and this is set out within the joining instructions, that last minute cancellations cost the BID and, therefore, it is important that BID businesses let us know as soon as possible if they are unable to attend the training.

If the BID has reasonable notice of this cancellation efforts will be made by the BID team to contact the next delegate (if there are any) on the reserve list and offer them the available space. BID businesses that fail to cancel/attend courses on a regular basis may find that other BID businesses are given priority as a result; the BID should, at all times, seek to ensure that best value/maximum attendance is delivered against training provision.

8. Feedback

The training provider is required to encourage every delegate to complete an evaluation form, which Halton BID has provided (Appendix 1) or a suitable evaluation form of their own. Every completed evaluation form is checked by a member of the BID team following the training course. If any negative feedback is given this will be investigated and followed up with the delegate as appropriate.

Complaints regarding BID training should, in the first instance, be sent in writing to:

Helen Hessey, BID Business Engagement, Halton BID, 7th floor Municipal Buildings, Kingsway, Widnes WA8 7QF.

Or email BID@haltonchamber.co.uk

Appendix 1

EVALUATION FORM

Event: _____

Date: _____

Company Name: _____

Please help us to improve your experience at this event by rating and commenting on the following (please circle - 5 being highly satisfied and 1 being highly dissatisfied):

EASE OF BOOKING	1	2	3	4	5
PRE-EVENT INFORMATION (if applicable)	1	2	3	4	5
VENUE/REFRESHMENTS	1	2	3	4	5
STYLE OF PRESENTATION	1	2	3	4	5
CONTENT OF PRESENTATION	1	2	3	4	5
DID THE EVENT START/FINISH ON TIME?	1	2	3	4	5

What were the best aspects of the event?

Was it helpful for your business?

Would you be interested in attending future Chamber events?

What would have made the event better?

Are there any additional training course /events that you would like to attend?

Any other comments? _____
