



Policy No: 03-1407	Authorised: 	Date: 07/02/2020
STAFF SHADOWING OF WORK DUTIES		

This Policy forms part of the overall induction and training of staff, and should be read in conjunction with the following additional policies, as appropriate to circumstances:

- Policy No: 1404 Staff Performance Appraisals & Training Review
- Policy No: 1400 Staff Training Policy
- Policy No: 1505 Confidentiality Policy
- Policy No: 1514 Policy on the GDPR
- Policy No: 4000 Health and Safety Policy
- Policy No: 1103 Whistle-blowing Policy
- Policy No: 1403 Staff Supervision Policy

POLICY IMPLEMENTATION:

1. All new staff (*trainees*) will “shadow” experienced and qualified staff (*trainers*), as part of the induction process. Shadowing will be used where appropriate as an essential component of staff training programmes designed to achieve the following objectives:
 - to assess the experience, and degree of knowledge of the trainee, and to identify future training needs
 - for the trainee to gain confidence and experience in practical settings
2. Confidentiality will be maintained at all times in line with *Policy No: 1505*. The trainee may have restricted access to certain sensitive information when it is deemed appropriate to the rights and needs of the service user or the Organisation. In such cases *Policy No: 1514* on the *General Data Protection Regulations (GDPR)* will apply.
3. Before any shadowing session, a summary of the aims and objectives of the session will be agreed through discussion with all relevant staff and appropriate managers. Specifically, the session will focus upon the following:
 - the desired outcomes; i.e. knowledge to be gained
 - any special interests
 - any particular concerns
 - Health and Safety considerations
5. There are 3 “levels” of shadowing that are employed within the Organisation, according to training needs, before a carer is allowed to work level 4 must be complete. These are as follows:
 - 5.1 Level 1 - *Observation with discussion* – as for Level 1, but with dialogue between staff during the session for explanation of activities.
 - 5.2 Level 2 - *Observation with discussion* – as for Level 1, but with dialogue between staff during the session for explanation of activities.
 - 5.3 Level 3 - *“Hands-on” help, as appropriate* - as for Levels 1 and 2 but can participate in the activities and with the service user.
6. The staff must be aware of the service user at all times with regard to their welfare, safety and feelings. If it is felt that the service user is uncomfortable with the situation then it will end immediately.
7. After the session, the trainer and trainee will have time to discuss any points that arose from the session. These can include the following:
 - questions from trainee
 - explanations of trainer’s actions etc.

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- feedback to trainee in respect of any Level 3 shadowing

8. The session will be evaluated and the next step discussed and agreed. The options to be considered will include:

- 8.1 to repeat the shadowing procedure
- 8.2 trainee to complete supervised activities according to *Policy No 1404*

FORMS REFERENCES:

Form No: 1-410 *Shadowing Work Duties*