

Staff Training and Competency Policy

1. Purpose

This policy sets out the framework for ensuring that all staff within Stanford & Green Limited are appropriately trained, competent, and capable of carrying out their duties in line with statutory requirements, industry standards, and organisational values. It aims to promote professionalism, compliance, and public confidence in the enforcement process.

2. Scope

This policy applies to:

- All certificated enforcement agents employed or contracted by the agency.
- Administrative and support staff involved in enforcement activities.
- Supervisors, managers, and directors overseeing enforcement operations.

3. Legal and Regulatory Framework

This policy is guided by:

- Tribunals, Courts and Enforcement Act 2007
- Taking Control of Goods Regulations 2013 and Fees Regulations 2014
- Certification of Enforcement Agents Regulations 2014
- Ministry of Justice National Standards for Enforcement Agents
- Health and Safety at Work Act 1974 and related legislation
- The Enforcement Conduct Board
- Data Protection legislation (UK GDPR & Data Protection Act 2018)

4. Training Objectives

All training programmes will ensure staff:

- Understand their statutory powers, duties, and limitations.
- Maintain professional conduct and ethical standards at all times.
- Apply correct procedures for Taking Control of Goods and related enforcement activities.
- Demonstrate effective communication, negotiation, and conflict resolution skills.
- Safeguard vulnerable persons and apply equality, diversity, and inclusion principles.
- Uphold data protection and confidentiality requirements.
- Manage personal safety and risk during enforcement activities.

5. Induction Training

All new staff will receive induction covering:

- Organisational policies and code of conduct.
- Relevant legislation, regulations, and standards.
- Operational procedures and case management systems.
- Equality, diversity, and safeguarding awareness.
- Health, safety, and risk management protocols.

No new certificated enforcement agent will undertake independent fieldwork until successfully completing induction training and being assessed as competent.

Trainee certificated enforcement agents will undergo a minimum of 6 months field training and will be required to undertake the Chartered Institute of Credit Management Level 2 Taking Control of Goods CPD course.

6. Ongoing Training & Development

- Annual Training: All enforcement agents must complete annual CPD (Continuing Professional Development) of at least 20 hours, covering legal updates, industry best practice, and professional skills.
- Refresher Training: Delivered in response to changes in legislation, regulations, or company procedures.
- Specialist Training: Provided for staff handling vulnerable debtors, high-risk cases, or specific enforcement contexts (e.g., commercial premises, evictions).
- Technology Training: Ensuring competency in case management systems, body-worn cameras, and digital evidence recording.

7. Competency Assessment

Competence will be assessed through:

- Observation of enforcement activities (field supervision, audits, and shadowing).
- Observation of agent's body worn video.
- Practical role-play and scenario-based assessments.
- Written knowledge tests and compliance audits.
- Regular one-to-one reviews and appraisals.
- Feedback from clients, courts, and complaints monitoring.

Any staff member not meeting competency standards will be placed on a Performance Improvement Plan (PIP) with additional training and supervision.

8. Record Keeping

The agency will maintain accurate records of:

- Individual staff training logs.
- Certificates of completion and CPD credits.
- Competency assessment outcomes.
- Enforcement agent certification status and expiry dates.

Records will be retained securely for a minimum of 6 years and be available for audit.

9. Responsibilities

- Senior Management: Approve training policies, allocate resources, and monitor compliance.
- Training Manager / HR: Deliver training, maintain records, and schedule refresher courses.
- Supervisors: Monitor day-to-day competency and provide feedback.
- Enforcement Agents: Maintain their certification, complete required training, and demonstrate professional standards.

10. Monitoring and Review

This policy will be reviewed annually or sooner if there are significant legislative or regulatory changes. Performance data (complaints, enforcement outcomes, audit findings) will inform improvements in training provision.