

DPTrainingUK Policy Document:

- **Staff Charter**
- Policy Number: **DPTrainingUK-P2-SC-V3**
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What This Policy is About: How we recruit, vet, induct and support our trainers — and what we expect in return.

Who it Applies to: All DPTrainingUK staff, permanent employees and freelance Trainer/ Assessors.

Key Message: Every trainer is vetted, DBS-checked where required, quality-observed, and supported with CPD opportunities.

If you have Any Questions: Contact Matt ILOTT, Director at matt@DPTrainingUK.com or call +44 (0)7921 769868



1. Scope

- 1.1. This Staff Charter outlines the procedures for all training programmes and business activities overseen by **Different Perspective Training Ltd. (DPTrainingUK)** specifically regarding:
 - 1.1.1. **Activities:** The delivery of Training and Consultation in First Aid, Mental Health, Outdoor and Off-Site Safety, and Water Safety.
 - 1.1.2. **People:** All DPTrainingUK staff, trainers, course delegates, and any members of the public or site staff who interact with the training group or equipment.
 - 1.1.3. **Locations:** All training sites, including bespoke client premises and public venues.

2. Introduction

- 2.1. Our staff are fundamental to our success. This Charter provides a clear framework for recruitment, induction, and ongoing development, ensuring everyone who works with us shares our values, meets our standards, and is properly supported to do so.

3. Staff Management

- 3.1. We believe that engaged, well-motivated staff are fundamental to everything we do. Our trainers must have sound judgement, a full understanding of their role, and the ability to communicate effectively with any group. For this reason, we operate a rigorous selection process and remunerate all staff competitively, offering training opportunities and CPD where relevant.

4. Selection and Recruitment of Staff

- 4.1. We are committed to recruiting and selecting staff in a way that is systematic, efficient, effective, and promotes equality of opportunity.
- 4.2. How we recruit reflects directly on our reputation and our ability to attract high-calibre people, so we treat it seriously.
- 4.3. All recruitment decisions are based on demonstrated competence, technical knowledge, relevant qualifications and experience. These will be assessed and confirmed through Quality Assurance (QA) observations.
- 4.4. The process employed in recruiting the correct staff is outlined below.
- 4.5. Permanent Staff:
 - 4.5.1. Review CV and other supplied documentation, including certification and qualifications.
 - 4.5.2. Interview.
 - 4.5.3. Collate references.
 - 4.5.4. Trial work experience & QA.
 - 4.5.5. Formal offer of position with details of employment package.
 - 4.5.6. If to be working with people under 18 or Vulnerable Young People, an Enhanced DBS check will be carried out.
 - 4.5.7. Induction programme and probation period.
- 4.6. Freelance Staff:
 - 4.6.1. Initial contact, review of CV and qualifications.
 - 4.6.2. Where working with Under 18s or Vulnerable Young People, an Enhanced DBS check will be reviewed.
 - 4.6.3. Interview & Induction (if deemed appropriate).
 - 4.6.4. Collate references.

- 4.6.5. QA Observation, review and sign off.
- 4.6.6. QA through review of feedback for concurrent courses (Annual QA Observation).
- 4.7. This robust system ensures that the staff have both the philosophy and ability to train at the standard demanded by DPTrainingUK.

5. Employee/ Freelance Trainer Records

- 5.1. We hold the following documents on record for all staff
 - 5.1.1. CV & References.
 - 5.1.2. Qualification Certificate Copies.
 - 5.1.3. Enhanced DBS copy or Reference Number (if applicable).
 - 5.1.4. Induction training record.
 - 5.1.5. First Aid qualification (L3 First Aid at Work & 16hr Outdoor First Aid or equivalent minimum).
 - 5.1.6. Medical / Next of Kin/ In Case of Emergencies form.
 - 5.1.7. Observation reports.

6. Modern Slavery & Human Trafficking

- 6.1. We are committed to operating ethically and responsibly. We do not tolerate slavery, human trafficking, forced labour, or any form of exploitation in our business or supply chain.
- 6.2. Our commitments:
 - 6.2.1. We ensure all recruitment and employment practices comply with modern slavery legislation, including the Modern Slavery Act 2015.
 - 6.2.2. We conduct due diligence on all suppliers, contractors, and partners to identify and mitigate modern slavery risks.
 - 6.2.3. We maintain transparent records of staff recruitment, qualifications, right to work documentation, and contractual arrangements.
 - 6.2.4. We pay all staff fairly and in accordance with minimum wage legislation and contractual agreements.
 - 6.2.5. We ensure all staff have the right to work in the UK and hold appropriate visa or immigration status where applicable.
 - 6.2.6. We provide staff with access to information about their rights, including guidance on reporting concerns confidentially.
- 6.3. Any concerns regarding modern slavery, trafficking, or exploitation should be reported immediately to DPTrainingUK Management or through our whistleblowing procedures (see DPTrainingUK Policy: Appeals, Complaints, Conflicts of Interest, Malpractice and Misconduct Policy).
- 6.4. We work with relevant authorities and support organisations where concerns are identified or reported.

7. Inductions

- 7.1. All new staff receive a structured induction to ensure they are familiar with our philosophy, policies, and practices from the outset. We are committed to making this process organised, consistent, and timely, so that every new team member can contribute effectively as quickly as possible
- 7.2. The implementation of good induction practices will ensure the following:
 - 7.2.1. Get new staff up to speed quickly and contributing effectively.
 - 7.2.2. Foster motivation and maintain it from day one.
 - 7.2.3. Reduce staff turnover, absenteeism, and poor performance.
 - 7.2.4. Ensure everyone works safely and to a consistent standard.
 - 7.2.5. Protect the business from the costs of repeated recruitment and lost productivity.
- 7.3. We will:
 - 7.3.1. Issue an Induction Pack and supporting guidelines to all new staff.
 - 7.3.2. Monitor the induction process closely, particularly during the first three months.
 - 7.3.3. Address any problems promptly and efficiently.
 - 7.3.4. Review all policies and procedures regularly.
 - 7.3.5. Provide any formal training needed to support the induction process.
- 7.4. **Completing the Induction Process:** Induction length varies depending on individual needs and role complexity, from a few days for straightforward roles to several weeks where specific training is required. The goal is always to balance efficiency with effectiveness: getting people up to speed quickly without cutting corners on the knowledge and skills they need to do the job well.
- 7.5. Permanent Staff Induction:
 - 7.5.1. Overview of DPTrainingUK business and clients.
 - 7.5.2. Familiarisation with the programmes offered by DPTrainingUK.
 - 7.5.3. New staff pack.

- 7.5.4. DBS Enhanced Form completed (if applicable).
- 7.5.5. Copy of Proof of Identity (passport and driving license).
- 7.5.6. Training equipment, stock and resupply.
- 7.5.7. Evacuation of office due to fire or any other emergency.
- 7.6. Freelance Staff Inductions:
 - 7.6.1. Overview of DPTrainingUK business and clients.
 - 7.6.2. Familiarisation with the programmes offered by DPTrainingUK.
 - 7.6.3. New staff pack.
 - 7.6.4. DBS Enhanced Form completed (if applicable).
 - 7.6.5. Copy of Proof of Identity (passport and driving license).
 - 7.6.6. The Freelance contract, Letter of Engagement (LoE) is on a course-by-course basis and is included as part of the pre-course information.
 - 7.6.7. Training equipment – collection, drop off procedure.
- 7.7. New Staff Pack to contain the following:
 - 7.7.1. DPTrainingUK Policy set, including this Staff Charter.
 - 7.7.2. Freelance and Permanent Staff Contract and course Letter of Engagement.
 - 7.7.3. Medical Form.
 - 7.7.4. Personal contact and Next of Kin details form.

8. Health Safety & Staff Wellbeing:

- 8.1. All staff will be expected to become familiar to DPTrainingUK Health, Safety, Environment and Communities Policy along with any policy updates and reviews.
- 8.2. Trainer/ Assessors are also responsible for returning all completed course documentation, feedback, and registration forms, and for reporting on course delivery and any HSEC issues as part of the Post Course Report.
- 8.3. As part of our drive to care for the wellbeing of each staff member DPTrainingUK Directors are on Call 24/7 to support any trainer out delivering a course or on other DPTrainingUK business.

9. Contracts & Staff Evaluations

- 9.1. All permanent and part-time staff hold formal contracts of employment, which include a standard trial period and a one-month notice period.
- 9.2. Permanent staff are evaluated through annual 360° performance and pay reviews.
- 9.3. Freelance trainers are engaged on a contract for services, confirmed course-by-course through a Letter of Engagement (LoE).
- 9.4. All staff delivering courses are subject to annual QA observation by a qualified assessor.
- 9.5. All staff are subject to a three-year non-compete clause protecting our clients and business practices.

10. Staff Development

- 10.1. We are committed to the ongoing development of all our staff.
 - 10.1.1. Permanent staff receive financial assistance to attend relevant courses, and development opportunities are discussed at every Personal Review.
 - 10.1.2. Freelance trainers are expected to manage their own CPD and are incentivised with discounted access to DPTrainingUK courses.
- 10.2. We firmly believe that an invested, well-developed team delivers a better, more effective service to everyone.

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