

# TRAINING POLICY

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## Policy Statement

In line with Mercy Hands’ Strategic Plan, our aim is to ensure that all training activities are well-planned. Employees will receive training tailored to enhance their skills, knowledge, abilities, and attitudes relevant to their job roles and personal growth within their respective departments and across the organization. These training programs will facilitate the comprehensive development and optimal utilization of our staff’s human resource potential, in accordance with Mercy Hands’ organizational values and strategic objectives.

Training refers to formal, planned instructional activities designed to convey course content, resulting in the acquisition of demonstrable knowledge, skills, and abilities.

Training aims to achieve the following:

1. Establish a unified and equitable procedure for employee training and development within MH.
2. Demonstrate MH’s commitment to enhancing performance through both in-house and external training.
3. Ensure ongoing staff development and instill a sense of responsibility for it, equipping MH employees with the knowledge, skills, and abilities needed to meet present and future departmental and organizational requirements.
4. Contribute to the development of local communities and attract individuals with exceptional abilities and potential for growth.

## Responsibility

Mercy Hands' training is a joint responsibility of the Human Resources (HR) Manager and the Directors/ Managers of the departments. The Manager of Human Resource Department maintains overall responsibility for Employee Training and Development. However, the responsibility of designing and implementing the *Training and Development Plan lies within the directors/ managers of the departments.*

The overall responsibility of the HR manager entails:

- 1- Developing and circulating the updated training schedule, in coordination with the heads of the departments.
- 2- Following up on the heads of departments to make sure that they execute the training in a timely manner.
- 3- Collecting training evaluation and feedback from the trainees.
- 4- Work with the heads of the departments to address trainees feedback and improve their training plan and content.

## List of Responsible Departments and Officers

The following is a list of the departments and officers responsible for training in the organization:

- Programs: General Coordinator
- Finance and Accounting: Director of Finance and Accounting
- MEAL and Quality Assurance: Director of MEAL and QA
- Human Resources: HR Manager
- Logistics and Security: Director of Logistics and Security + Director of Procurement
- IT and Data Security: IT Manager
- Public Relations and Communication: Director of PR and Communication.

The designated officers responsible for the training are called Responsible Officers in this document.

## Types of Training

Training may include but is not limited to:

- Orientation and onboarding for new staff and volunteers.
- Job-specific skills training.
- Leadership and management development.
- Compliance and regulatory training.
- Diversity and inclusion training.
- Professional development and certifications.
- Health and safety training.
- Technology and software training.

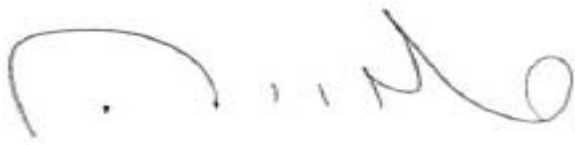
## Training Guidelines and Procedures

- Training can be conducted in person, online, or through a hybrid format.
- With the exception of onboarding training, a minimum of two attendees is required. If the training does not meet this quota, it will need to be rescheduled. The Responsible Officer is responsible for addressing the reasons behind low attendance.
- Attendance to training sessions may be categorized as either mandatory or optional, as determined by the Responsible Officer. Failure to attend mandatory training may result in disciplinary action.
- All new staff (including employees, independent contractors, consultants, external experts, interns, and volunteers) must undergo onboarding training within their first month of employment. This training comprises:
  - An orientation session conducted by the HR department, which covers an overview of HR procedures and the following policies:
    - Grievance Policy
    - Anti-Fraud Policy
    - Gender Equality Policy
    - Whistleblower Policy
    - PSEA Policy
    - Guidelines on Safe Workplace Practices
    - Travel Policy
    - Blacklist Policy
    - Field Office Policy
    - Medical Insurance Program
    - Conflict of Interest Policy
    - Insurance Policy
    - Environmental Sustainability Policy.
  - Training conducted by the responsible officer of the department in which the new staff works or is associated with.
  - Training conducted by the IT Manager on e-mail setup and data safety & security.
  - Training conducted by the PR and Communication Manager on social media posting and media.
- Responsible Officers are responsible for conducting training sessions for their staff once every three months. The training should cover topics relevant to the department's work and most essential for the staff.
- The HR Manager is tasked with facilitating the Responsible Officers in deciding the training date. Subsequently, the HR Manager should update the training schedule and disseminate it to all Mercy Hands' staff.
- Even if the training is primarily directed at a specific group of staff, other members are welcome to attend.
- Responsible officers are encouraged to document the training and ensure it is available for future staff reference.
- The delivery of the training should be documented, either through an attendance sheet and/or video recording.
- Following the training:
  - The Responsible Officer should submit the training materials, attendance sheet, and other relevant documentation to the HR Manager.

- The trainees should submit training evaluation form. The evaluation form is available on Mercy Hands' website, under Forms section (<https://www.mercyhands.org/forms>).
- After submitting the training evaluation form, the Trainees will receive an electronically issued training certificate from the HR department.

## Evaluation and Amendment

The HR Manager will regularly evaluate the effectiveness of the training policy and procedures using feedback surveys, post-training assessments, and performance evaluations. Any proposed amendments will be submitted by the HR Manager to the Executive Director for review and approval.



Last updated by: Khaldoon Al-Moosawi  
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