



Ongoing Staff Training, Monitoring & Supervision Policy

The Odyssey Hub Ltd

1. Purpose

The purpose of this policy is to ensure that all staff and volunteers at The Odyssey Hub Ltd are trained, supported, supervised, and monitored effectively to deliver high-quality, safe, and inclusive provision.

The organisation is committed to continuous professional development, reflective practice, and safeguarding through structured supervision and training.

2. Scope

This policy applies to:

- All employees, tutors, sessional staff, and contractors
 - All volunteers
 - All managers responsible for supervision and staff development
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3. Principles

The Odyssey Hub Ltd is committed to:

- Maintaining a skilled, confident, and well-supported workforce
- Providing ongoing training relevant to roles and responsibilities
- Supporting staff wellbeing and professional development
- Ensuring safeguarding and professional standards are upheld
- Monitoring performance in a fair, transparent, and supportive way

Training and supervision are viewed as supportive processes, not disciplinary ones.

4. Training and Continuous Professional Development (CPD)

4.1 Mandatory Training

All staff and volunteers must complete mandatory training appropriate to their role, including:

- Safeguarding and child protection
- Equality, diversity, and inclusion
- Professional boundaries and conduct
- Health and safety



- Trauma-informed and inclusive practice

Mandatory training is refreshed regularly and in line with guidance and commissioning requirements.

4.2 Role-Specific Training

Additional training is provided based on role and learner needs, including:

- SEND awareness (including SEMH, ASD, anxiety)
- Behaviour support and de-escalation
- Mental health awareness
- Risk assessment and lone working (where applicable)

Training needs are identified through supervision, observation, and reflective practice.

5. Supervision Arrangements

5.1 Purpose of Supervision

Supervision provides a structured opportunity to:

- Reflect on practice and learner engagement
 - Discuss safeguarding or welfare concerns
 - Review workload, boundaries, and wellbeing
 - Identify training and development needs
 - Ensure policies and procedures are followed
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5.2 Frequency

- **Staff and tutors:** supervision takes place at least termly, or more frequently where required
- **Volunteers:** receive regular check-ins and support appropriate to their role
- **New starters:** receive additional supervision during induction and probation

Ad hoc supervision is available at any time if concerns arise.

5.3 Supervision Format

Supervision may be delivered:

- One-to-one
- In person or remotely
- As reflective or practice-focused sessions

Supervision is carried out by a suitably experienced and trained supervisor.



6. Monitoring and Performance Support

Staff performance and practice are monitored through:

- Supervision discussions
- Observation of practice (where appropriate)
- Feedback from learners, families, and commissioners
- Review of incident reports or safeguarding concerns

Any performance issues are addressed supportively, with clear actions and timescales agreed.

7. Record Keeping

The Odyssey Hub Ltd maintains accurate and confidential records of:

- Training completed
- Supervision sessions (dates, key themes, agreed actions)
- CPD and development plans

Records are:

- Stored securely
 - Accessed only by authorised personnel
 - Maintained in line with UK GDPR and data protection requirements
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8. Staff Wellbeing and Support

The Odyssey Hub Ltd recognises the emotional demands of working with vulnerable learners. Supervision provides space to:

- Discuss emotional impact and stress
- Promote healthy professional boundaries
- Signpost additional support where needed

Wellbeing is considered integral to safe and effective practice.

9. Responsibilities

Board of Directors

Ensures appropriate systems for training, supervision, and monitoring are in place.

Managers / Supervisors

- Deliver supervision



- Identify training needs
- Maintain supervision records
- Escalate safeguarding concerns where required

Staff and Volunteers

- Engage in training and supervision
- Apply learning to practice
- Raise concerns promptly and appropriately

10. Monitoring and Review

- This policy is reviewed annually or sooner if guidance or organisational needs change
- Effectiveness is monitored through feedback, supervision outcomes, and commissioner review

Organisation: The Odyssey Hub

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