STAFF SUPERVISION, TRAINING AND SUPPORT

V4 SEPTEMBER 2026

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Version 2 Sept 24	Full re-write
Version 3 Sept 25	Legal and Guidance Framework, Scope, Purpose, and Aims sections added. Expanded Safeguarding Supervision Section Specifying MyConcern as the logging platform for disclosures & staff wellbeing.
Version 4 Sep 26	Comprehensive review. Streamlined structure and appendices, updated roles and responsibilities, strengthened supervision, training and staff support arrangements, and aligned with current statutory guidance and Provision practice.

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1. INTRODUCTION

Overworld AMP Limited ("the Provision") recognises that safe, high-quality provision for young people relies on a well-supported, well-trained, and reflective workforce. This policy combines three interlinked elements: supervision, training, and staff support.

Supervision ensures accountability, reflective practice, and safeguarding oversight. Training ensures that staff have the knowledge and skills required for their role. Support ensures the wellbeing, resilience, and professional growth of all staff.

2. SCOPE

This policy applies to all staff at Overworld AMP setting expectations for reflective supervision, professional training, and ongoing support across the organisation.

3. LEGAL AND GUIDANCE FRAMEWORK

This policy is informed by the following statutory legislation, national guidance, and regulatory standards:

- Children Act 1989 and 2004
- Equality Act 2010
- Health and Safety at Work Act 1974
- Data Protection Act 2018 and UK GDPR
- Working Together to Safeguard Children (2026)
- Keeping Children Safe in Education (KCSIE 2026)

And should be read alongside all of the Provision's policies but in particular *Recruitment and Selection* and *Qualifications, Certificated Learning and Examinations Policy*.

4. ROLES AND RESPONSIBILITIES

4.1. The CEO has overall responsibility for ensuring that appropriate arrangements are in place for staff supervision, training and professional support. The CEO will ensure that staff have access to the resources, supervision and development opportunities required to deliver safe, high-quality services and meet statutory safeguarding responsibilities.

4.2 The Senior Leadership Team (SLT) is responsible for:

- staff receive appropriate induction, supervision, appraisal and support;
- mandatory training and continuing professional development are completed and monitored;
- staff wellbeing is promoted through regular reflective supervision and appropriate support;
- professional standards and safeguarding responsibilities are maintained; and
- supervision, training and support arrangements are regularly reviewed to ensure they remain effective.

4.3 Designated Safeguarding Lead (DSL) provides safeguarding advice and guidance to staff, facilitates safeguarding supervision where required, and ensures safeguarding concerns are managed and recorded in accordance with the Provision's safeguarding procedures.

4.4 All Staff are responsible for:

- actively participating in supervision, appraisal and training;
- maintaining their professional knowledge and skills;
- seeking advice or support where required;
- applying learning to their practice; and
- raising safeguarding, wellbeing or professional concerns promptly through the appropriate channels

4.6 Centre Managers and Internal Quality Assurers will:

- Ensure the proper set-up, staffing, conduct and evaluation of any externally accredited qualifications and courses e.g. AIM Qualifications, in line with the Awarding Body's Policies and Procedures.

5. SUPERVISION

5.1 Management Supervision

- Regular meetings with line manager.
- Mandatory for all staff.
- Recorded and stored securely on BrightHR.
- Covers wellbeing, workload, safeguarding, performance, professional development and agreed actions.

5.2 Professional Supervision and Shadowing

- All roles involving direct contact with young people begin with a structured period of shadowing before independent work.
- Provides opportunities to reflect on role-specific practice, share expertise and develop confidence.
- Supports staff in consolidating role-specific responsibilities and developing confidence in practice.

5.3 Group Supervision

- Safe, structured sessions where staff meet to reflect, share thinking, and problem-solve collectively.
- Direct-support staff attend mandatory group meetings, held at least weekly and more frequently where required, to:
    - review which young people are attending;
    - share information necessary to keep young people safe;
    - receive training and organisational updates;
    - celebrate successes and share learning; and
    - raise questions or discuss practice with senior colleagues.
- Daily debrief for direct-support staff and line managers, ensuring oversight of young people's wellbeing and progress.
- Additional group supervision sessions may be held where required.
- Ground rules are agreed for all group sessions, covering participation, confidentiality, attendance, and dispute resolution.

5.4 Peer Supervision and Peer Review

- Informal opportunities for colleagues to exchange experiences, reflect on practice and explore solutions to challenges.
- Can occur in groups or 1:1.
- Normally between colleagues at the same level, creating a safe environment for reflective learning and mutual support.

5.5. Debriefs

- Provide an opportunity to reflect immediately following an incident, significant event or inspection.
- Brings together staff with key information to share learning, improve service quality, and mitigate risks.
- Broader than a handover, involving wider reflection and prioritisation.

5.6 Coaching and Mentoring

- **Coaching** provides structured support to develop specific skills, achieve agreed objectives and improve workplace performance.
- **Mentoring** provides longer-term support from a more experienced colleague to encourage professional growth, confidence and career development.

5.7 Safeguarding Supervision

- Dedicated supervision focusing specifically on safeguarding responsibilities.
- In line with KCSIE and Working Together DfE guidance, this offers staff protected time to discuss concerns, disclosures, or welfare issues in a confidential space.
- Supports emotional adaptability, reflective practice, and accountability for safeguarding decisions.
- Safeguarding records are not duplicated; all case information is recorded on MyConcern in accordance with the *Young Person Protection Policy*.

Information discussed during supervision will be treated confidentially wherever possible. However, where concerns relate to safeguarding, misconduct, health and safety or other matters requiring action, information may be shared in accordance with the Provision's policies, statutory responsibilities and data protection requirements.

6. TRAINING

Training ensures that staff have the knowledge, skills and confidence to carry out their roles safely and effectively. The Provision provides structured induction, mandatory training and continuing professional development (CPD) to support high-quality practice, safeguarding responsibilities and ongoing professional growth.

6.1 Induction Training

All new staff complete a structured induction programme appropriate to their role. Induction includes mandatory training, familiarisation with organisational policies and procedures, safeguarding responsibilities, health and safety, key systems, role-specific practice and a period of supervised shadowing where appropriate.

Induction is recorded using the Induction Checklist (Appendix 1) and training records are maintained on BrightHR.

6.2 Mandatory Training and Continued Professional Development (CPD)

Mandatory training is completed during induction where appropriate and refreshed at intervals determined by legislation, risk assessment or organisational requirements. In addition, staff participate in continuing professional development (CPD) to maintain and develop the knowledge, skills and competencies required for their role. This may be delivered internally or by external providers and includes training identified through supervision, appraisal or organisational priorities. This includes, but is not limited to:

- Safeguarding children and adult awareness certified training (annually in September).
- Company policies and procedures (reviewed at least annually).
- Keeping Children Safe in Education (Part One or Annex A, as appropriate to role), including annual updates.
- Fire safety and emergency procedures (including bi-annual evacuation drills).
- Internal and external CPD relevant to staff roles and organisational priorities.
- Training arising from changes to legislation, statutory guidance or organisational procedures.

6.3 BrightHR and BrightSafe eLearning

Staff have 24/7 access to a wide range of CPD-accredited eLearning modules through BrightHR and BrightSafe, which may be completed individually or as part of facilitated group learning. Modules support mandatory training, professional development and role-specific learning.

Available topics include:

- **Personal and professional development**, such as communication, assertiveness, growth mindset, performance management and preventing sexual harassment.
- **Health, safety and wellbeing**, including lone working, first aid awareness, behaviour management, handling violence and aggression, COSHH, fire safety, infection control, stress management and wellbeing.
- **Education and leadership**, including safeguarding, leadership and management, supporting disadvantaged learners, educational visits and medication awareness.

The range of available modules may change over time in line with updates provided by BrightHR and BrightSafe.

6.4 Observation and Feedback

Observation and feedback support reflective practice, professional development and the continuous improvement of services across the Provision. Where appropriate, staff participate in observations of their practice to identify strengths, share effective approaches and identify any support or training needs.

6.4.1 **Practice Observations:** Staff may participate in planned or informal observations appropriate to their role. For education staff, this may include observations of teaching, learning and assessment. For other staff, observations may focus on engagement with young people, safeguarding practice, communication, professionalism and the application of organisational policies and procedures.

6.4.2 **Feedback:** Feedback is constructive, strengths-based and focused on supporting professional development. It may be provided verbally or in writing and should identify good practice, areas for development and any agreed actions or training needs.

6.4.3 **Professional Development:** Observation outcomes inform supervision, appraisal and CPD. Training and support are provided where appropriate to promote confidence, competence and high-quality practice.

6.4.4 **Quality Assurance:** Observation findings may be considered alongside learner progress, safeguarding information, feedback from young people and families, and other quality assurance activities to support continuous improvement across the Provision.

The Senior Leadership Team and Centre Managers oversee observation and feedback arrangements appropriate to their areas of responsibility, ensuring they are implemented consistently and contribute to quality improvement.

6.5 Appraisal and Progression

The Provision is committed to supporting staff to develop their knowledge, skills and professional qualifications appropriate to their role, organisational needs and available resources.

7. STAFF SUPPORT

The Provision recognises that staff wellbeing is essential to maintaining safe, effective and high-quality services. Staff are encouraged to seek advice and support whenever required.

Support available may include:

- regular supervision and appraisal;
- guidance from line managers, senior leaders and the Safeguarding Leads;
- peer support, team meetings and debriefs;
- access to the BrightHR employee wellbeing service and other wellbeing resources; and

- specialist advice or support where appropriate.

Staff experiencing difficulties that may affect their wellbeing or work are encouraged to speak to their line manager at the earliest opportunity so that appropriate support can be considered.

8. MONITORING AND REVIEW

The Provision will monitor the implementation and effectiveness of this policy through supervision records, training records, appraisal outcomes, quality assurance activities, safeguarding oversight and staff feedback.

Findings will be used to identify training needs, improve staff support arrangements and inform continuous improvement across the Provision.

This policy will be reviewed annually, or sooner where there are changes to legislation, statutory guidance, organisational practice or following significant incidents or lessons learned.

APPENDIX 1 - OVERWORLD AMP LIMITED – NEW STARTER INDUCTION CHECKLIST

Employee Name	
Job Title	
Start Date	

A1.1. Workplace Induction

Item	Tick when completed
Welcome and introduction to the Provision	
Paperwork to process DBS	
Contract	
Employee Handbook	
Email account	
BrightHR and BrightSafe access	
MyConcern access	
IT systems – Teams and OneDrive	
Building orientation and Fire Safety	
Role-specific systems and equipment	

A1.2. Policy Familiarisation

Policy	Tick when completed
Admissions, Support and Guidance	
Attendance and Engagement	
Business Continuity Plan	
Compliments, Concerns and Complaints	
Data Protection and GDPR	
Digital Content Creation and Online Communication	
Equality, Diversity and Inclusion	
Fire Safety and Management	
First Aid and Medical Needs	
Gaming	
Health and Safety	
Minecraft Server Moderation	

Online Safety	
Positive Interactions	
Qualifications, Certificated Learning & Exams	
Recruitment & Selection	
Risk Assessment	
Safeguarding	
Staff Supervision, Training and Support	
Sexual Harassment	
Tackling Bullying	
Young Person Protection	

A1.3. Links to External Training

Key Document	Tick when completed
Keeping Children Safe in Education Part 1: https://www.gov.uk/government/publications/keeping-children-safe-in-education--2	
Prevent Duty Awareness Course: https://www.support-people-susceptible-to-radicalisation.service.gov.uk/portal#awareness-course *Please keep the electronic certificate*	
Cyber security for school training: https://www.ncsc.gov.uk/information/cyber-security-training-schools *Please keep the electronic certificate*	
Many of our young people have extreme demand avoidance and PDA. This video gives a helpful introduction to what this means: https://www.youtube.com/watch?v=diHUmhPWXUY. Please read the *Positive Interaction Policy* for more information on other neurodivergent conditions.	

Employee Declaration

I confirm that I have read the key documents and completed the internal and external training required. I have had the opportunity to ask questions and understand my responsibilities.

Signature	
Date	

Manager Declaration

I confirm that I have completed the induction with the above employee and am satisfied that they understand the policies, procedures and expectations relevant to their role.

Signature	
Date	