



AUDIT AND SCRUTINY COMMITTEE:

19 JUNE 2025

INTERNAL TRAINING ANNUAL REPORT 2024/25

Report by Chief Executive

PURPOSE

- 1.1 The purpose of the Report is to provide an update on the work of the internal Training team in 2024/25.

EXECUTIVE SUMMARY

- 2.1 Internal training is a key area of the Comhairle's business that carries out mandatory training with staff and statutory training required under Health & Safety.
- 2.2 This annual report aims to provide an overview of the training being undertaken, the participation levels and the satisfaction levels with the training.
- 2.3 In 2024/25 the Training Team delivered 260 training courses to 1,320 employees. Training is delivered across all the Islands with the training officers travelling to deliver face-to-face training on a regular basis.
- 2.4 Through the online training platform, LearnPro, 6,340 training courses were completed by the 900 employees.

RECOMMENDATIONS

- 3.1 It is recommended that the Comhairle notes the Internal Training Annual Report 2024/25**

Contact Officer:	Murdo Mackay, Resilience and Training Manager Scott McConnell, Training Officer
Appendix:	Learnpro – Online Learning Platform Courses and Completion Rates
Background Papers:	None

IMPLICATIONS

- 4.1 The following implications are applicable in terms of the Report.

Resource Implications	Implications/None
Financial	None
Legal	None
Staffing	None
Assets and Property	None
Strategic Implications	Implications/None
Risk	Training must be undertaken to ensure employees, and the Comhairle comply with statutory regulations.
Equalities	Equality aspects are detailed in the Report
Corporate Strategy	By complying with the Comhairle's training requirements to support service and employee training needs the service is working towards the outcome of strategic priority, Strengthen the local economy point 4 – <i>"Increased level of skills across our communities and workforce."</i> and Be a sustainable and inclusive Council point 5 – <i>"Effective governance of the Comhairle is in place."</i>
Environmental Impact	None
Consultation	None

BACKGROUND

- 5.1 The Internal Training team consists of three FTE Training Officers to support both trainer led and e-learning training. Many of the training courses delivered are statutory Health and Safety courses. In addition, there is continuous work to document, develop and review courses and mandatory training courses were added at the end of 2024/25.

TRAINING UPDATE

- 6.1 The training team continued to deliver training to the Comhairle staff at a high standard despite the effects of the criminal cyber incident. Although systems were affected, physical training itself remained largely unaffected and continued throughout.
- 6.2 Recently a new mandatory section was developed on the Comhairle's e-learning system LearnPro and new and existing courses were transferred to this area. The mandatory section is available for all staff to complete. It currently comprises of 11 courses, including modules in Code of Conduct, Data Protection, Equality & Diversity & Information Security.
- 6.3 The LearnPro mandatory compliance rates vary across the courses but average around 25%. However, it should be noted that this section is relatively new, and employees have only recently been informed of the requirement to complete courses in this section. Having the courses established in 2024/25 will enable the training team to measure the full year compliance rate for 2025/26.

TRAINING COURSES UNDERTAKEN

- 7.1 The Training Team delivered 260 training courses to 1320 members of staff and spent 1292 hours engaged in training in 2024/25. This is an increase on the 2023/24 figures of 228 courses delivered to 1,094 members of staff over a total of 1,102 hours training. Training is delivered across all the Islands with the training officers travelling to deliver face-to-face training on a regular basis.

- 7.3 Online training continues to support employees with courses such as Recruitment & Selection and Corporate Induction being available over Microsoft Teams and LearnPro, the online training platform being used to deliver a range of other courses.
- 7.4 The face-to-face and Microsoft Teams training courses delivered in 2024/25 were:
- CALM – theory, physical intervention, escapes, reaccreditation and small holds
 - Corporate Induction
 - Electric Car Induction
 - Emergency First Aid at Work and reaccreditation
 - Emergency Paediatric First Aid and reaccreditation
 - Evac Chair
 - Fire Warden – Initial and refresher
 - First Aid at Work and reaccreditation courses
 - Manual Handling – initial, refresher, inanimate objects and paediatric special needs
 - Medication Administration
 - MiDAS standard, accessible and refresher courses
 - Passenger Assistant
 - Recruitment and Selection
- 7.5 Full details of the training courses delivered online via the LearnPro training platform and the number of completions in 2024/25 is appended to the Report (appendix 1). There were 46 courses available including Freedom of Information, Equality and Diversity, Fire Awareness, Information Security and Data Protection and 6,340 completions were recorded. With 900 unique Employee accounts, this will include employees undertaking numerous courses and gives a positive indication of engagement with internal training. In comparison, 2023/24 had 4,024 completions with 747 unique employee accounts.

SATISFACTION WITH TRAINING

- 8.1 The training team undertake rigorous self-evaluation through the use of satisfaction surveys. In 2024/25 they received feedback from 400 participants and overall satisfaction was at 95.5%
- 8.2 96.5% of participants who responded to the survey felt their learning objectives had been achieved, 95% felt their understanding of the subject has been improved and 94% felt their skills in the subject had been improved as a result of the training.

EQUALITY MONITORING

- 9.1 Equality monitoring forms are requested from all training participants. The Comhairle is required to report on employee equality monitoring and this is published on the Comhairle's website [Annual Equality Monitoring](#). The equality monitoring is recorded by calendar year, i.e 2024, while most reporting is done via financial years, i.e. 2024/25. In 2024, 973 participants returned equality monitoring forms. A full breakdown of the training section equality monitoring data is available in the published report.

CONCLUSION

- 10.1 Online learning through learning platforms such as LearnPro have been invaluable in 2024/25. It has given employees readily available access to information and training as well as maintaining records of training undertaken. It is also proposed that continued work is undertaken to add, review, upgrade and enhance the courses available via LearnPro and to continue to develop this method of training.

LEARNPRO – ONLINE LEARNING PLATFORM COURSES AND COMPLETION RATES

