



APPENDIX D: EMPLOYEE TRAINING AND DEVELOPMENT PLAN

1. Introduction

The Employee Training and Development Plan is designed to support Trendie's growth by enhancing the skills, knowledge, and capabilities of its workforce. This plan outlines the strategies and programs that will be implemented to promote continuous learning and professional development over the next 10 years. By investing in our employees, we aim to build a high-performing team that can effectively contribute to Trendie's success.

2. Training and Development Objectives

The key objectives of the training and development plan include:

- **Skill Enhancement:** Equip employees with the necessary skills to perform their roles effectively and adapt to changing market demands.
- **Leadership Development:** Identify and develop future leaders within the organisation to support Trendie's long-term growth.
- **Employee Engagement:** Foster a culture of continuous learning to enhance employee engagement and job satisfaction.
- **Compliance Training:** Ensure all employees are aware of and comply with relevant Australian legislation and company policies.

3. Training Programs and Initiatives

Trendie will implement a variety of training programs and initiatives to address different aspects of employee development:

- **Onboarding Program:** A comprehensive onboarding program for new hires to familiarise them with the company culture, values, and operational procedures.
- **Customer Service Training:** Ongoing training sessions focused on enhancing customer service skills, including communication, problem-solving, and product knowledge.
- **Leadership Training:** A structured leadership development program for high-potential employees to prepare them for future managerial roles.



- **Technical Training:** Training on the latest technologies and tools relevant to employees' roles, including e-commerce platforms, inventory management systems, and digital marketing tools.
- **Compliance Training:** Regular training on workplace health and safety, anti-discrimination laws, and company policies to ensure compliance with Australian regulations.

4. Learning and Development Methods

To cater to different learning styles and preferences, a mix of training methods will be used:

- **Classroom Training:** In-person training sessions led by internal or external trainers to cover foundational skills and knowledge.
- **E-Learning:** Online training modules that employees can complete at their own pace, covering topics such as compliance, customer service, and technical skills.
- **Workshops and Seminars:** Interactive workshops and seminars to facilitate hands-on learning and group discussions.
- **Mentoring and Coaching:** One-on-one mentoring and coaching sessions to provide personalised guidance and support for career development.
- **On-the-Job Training:** Practical training and job rotations to provide employees with real-world experience and skills application.

5. Key Performance Indicators (KPIs)

The effectiveness of the training and development plan will be measured using the following KPIs:

- **Training Completion Rate:** Percentage of employees who successfully complete the required training programs.
- **Employee Performance Improvement:** Improvement in employee performance as measured by performance reviews and productivity metrics.
- **Leadership Pipeline:** Number of employees identified and developed for future leadership roles.
- **Employee Satisfaction:** Employee satisfaction scores related to training and development opportunities.



- Compliance Adherence: Level of compliance with company policies and Australian regulations following training sessions.

6. Budget and Resource Allocation

An annual budget will be allocated for employee training and development activities, including costs for training materials, external trainers, e-learning platforms, and workshops. The budget will be reviewed and adjusted annually to align with Trendie's strategic goals and operational needs.

7. Implementation Timeline

The implementation of the training and development plan will be phased over the next 10 years, starting with the launch of core training programs in the first year. The timeline will include the roll-out of additional programs and initiatives to support ongoing learning and development.

8. Monitoring and Evaluation

Regular monitoring and evaluation will be conducted to assess the impact of training programs on employee performance and organisational growth. Feedback from employees and managers will be collected to make continuous improvements to the training and development plan.