



## GOLF CLUB STAFF – STAFF TRAINING

Ray Burniston looks at different aspects of staff activities.

Secretary At Work: Reviewed October 2011

### Staff Training

It is an important part of the job to see that the club not only includes a figure in the budget for staff to attend training courses but also when they attend any course that this information is kept on your personnel files.

You need to know what is mandatory and assess other courses that you see advertised which you feel would benefit a certain member(s) of the staff. If you have a Health & Safety adviser they will keep you informed of all the necessary training and certificates required for both indoor and outdoor staff. But do not forget the office (administration) in these days of high tech. It is sensible to keep your staff up-to-date with any new technology you have purchased. It is pointless spending money on new equipment but failing to see your staff is properly trained to use it. Most of the suppliers of software will provide training. However, sometimes when introducing new equipment, the initial on-site training is inadequate. It is far better to have extra training at the start. It is also necessary to see that the back-up staff are properly trained. It is little use if the person trained to use a certain system is off sick and nobody else knows how to use it.

You should have adequate staff trained in basic first aid and ensure that most of the time there is someone present at the club to carry this out.

### 2001

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