**Organisational Learning Plan**

Thinking of your business activities over the coming year what new skills are required, and how are they linked to your Business Plan?
(For example: legislation / compliance / new projects or contracts). Do you have any specific objectives that need to be met?

**When complete you need to ensure that this is reviewed and discussed at your employee’s appraisal.**

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| **Area of work development** | **Skills needed** | **Who is going to do this?** |
| *Increase social media presence**New contract secured requires all staff to be qualified in customer service, minimum level 2.* | *Social Media - Facebook and Twitter**Customer Service Level 2* | *Digital Marketing Apprentice**All members of staff*  |
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