

# Glasgow City Council Internal Audit Section

## Committee Summary

### Corporate Review – GOLD Training Compliance

## 1 Introduction

- 1.1 As part of the agreed Internal Audit Plan, we have carried out a review of the controls in place to ensure compliance with mandatory GOLD (Glasgow Online Learning and Development) training courses for staff.
- 1.2 The Council uses the GOLD training system to provide and record the completion of some of the mandatory training courses across the council services. Mandatory training courses contribute to the development and safety of the workforce and help to ensure compliance with legislative requirements.
- 1.3 The purpose of the audit was to gain assurance that there are adequate controls in place for the compliance with mandatory training courses and that these are operating effectively.
- 1.4 The scope of the audit included:
- The roles and responsibilities of staff are clear and understood.
  - That mandatory training requirements are agreed at an appropriate level.
  - The arrangements for the provision of training and communication.
  - The monitoring / compliance regimes in place to ensure that the required training is undertaken and can be evidenced.
- The arrangements for ensuring course content is suitable and subject to appropriate review.

### Item 6 (d)

18th September 2024

## 2 Audit Opinion

2.1 Based on the audit work carried out, assurance can be taken that the control environment is satisfactory.

## 3 Main Findings

3.1 We are pleased to report that the key controls are in place and operating effectively. Each Service is responsible for setting the mandatory GOLD courses for staff, which are decided by the relevant Senior Management Team, with other mandatory training for specific roles decided at a more local level. The Information Security course is currently the only corporately mandated GOLD course and arrangements are in place for delivery of the course for non-PC facing staff.

3.2 The Service Development section within Corporate HR are responsible for administering the GOLD system including adding courses, with subject matter experts from within the Services responsible for designing the content of each course and reviewing it to ensure it remains relevant.

3.3 General guidance is available to recruiting managers on Connect and the Corporate Induction checklist is used as a prompt to line managers to ensure newly recruited staff have undertaken any training deemed mandatory by local management.

3.4 Suitable arrangements are in place for the reporting of compliance with the corporately mandated GOLD course.

Completion rate reports are produced on a monthly basis and reported via the Information Security Board. Where Services have deemed additional GOLD courses as mandatory, completion rates are monitored via the relevant Senior Management Team, and processes are in place to prompt staff, via their line manager, to complete these GOLD courses. Local line managers are responsible for ensuring that staff comply with GOLD training requirements and compliance is expected to be monitored locally by line managers.

3.5 Suitable audit trails for the GOLD course records of individuals are in place.

3.6 The audit has been undertaken in accordance with the Public Sector Internal Audit Standards.

3.7 We would like to thank officers involved in this audit for their cooperation and assistance.

3.8 It is recommended that Committee notes the content of this report.