PEOPLE · B2 TRAINING · ATTRIBUTE PPL-03

Staff training & development

How much training staff receive, and whether a record is kept.

HOW OFTEN	EVIDENCE	ENTERED BY	TYPE
Quarterly	Training log / LMS export	The property	Measured (h)

Why it matters

Training gives people the skills to do their work safely and well and to move into better jobs. A hotel's sustainability also depends on staff knowing what to do, from sorting waste to spotting a leak.

How to do better

- Keep one simple log: date, subject, who attended, how long.
- Include short on-the-job sessions, not only formal courses.
- Give every new starter a basic introduction that covers safety and sustainability.
- Ask staff what training they want.

How to record it in Canoprise

1. Keep one training log: date, topic, attendees, hours.
2. Each quarter enter total hours from the log.
3. Attach the log or an export from your learning system.

What you enter

Ref	What to enter	How it is entered
PPL-03.1	**Training hours, per category series**	Quantity per meter / source (h)
PPL-03.2	Staff trained (headcount)	Count
PPL-03.3	L&D spend	Cost
PPL-03.4	Training records	Document
PPL-03.5	Training hours, women	Count
PPL-03.6	Training hours, men	Count

Items marked “calculated for you” need no entry.

How it is scored

Measured. The score runs from 0 at a floor to 100 at a target, both set by your group.

COMMON MISTAKE

Recording only formal courses and missing on-the-job and departmental training.

WHAT GOOD LOOKS LIKE

One log across departments, giving hours per employee by quarter.

IF YOU ARE WORKING TOWARDS A CERTIFICATE

Certification schemes generally expect training records to be kept. Requirements differ between schemes and change over time, so check the one you are applying to.

Where it counts

Certification

- GSTC Hotel v4 A7: Staff engagement (in part)
- Green Key 1.21: Annual sustainability training
- EarthCheck 2.1: Core benchmarking data collected yearly (in part)

Reporting frameworks (referenced, not scored)

- GRI 404-1: Training hours per employee
- GRI 404-2: Programmes to upgrade skills (in part)
- CSRD S1: Own workforce

Part of topic guide B2 Training, which covers the whole topic and lists the certification criteria it supports.