



South Devon Healthcare NHS Foundation Trust &  
Torbay and Southern Devon Health and Care NHS Trust

# **CORE TRAINING POLICY (T1)**

## **(Including Statutory and Mandatory Training)**

If you require a copy of this policy in an alternative format (for example large print, easy read) or would like any assistance in relation to the content of this policy, please contact the Equality and Diversity team on 01803 656680.

## Document Information

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v2	Approved	October 2012	Full Review Change of Logo and Organisation name to TSDHCT	JCNC
v2.1	Approved	October 2014	Full Review Change of Policy title to core Training Policy (T1) Update Of Appendices	JCNC
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## 1. Policy Statement

- 1.1 South Devon Healthcare NHS Foundation Trust (SDHCFT) and Torbay and Southern Devon Health and Care Trust (TSDHCT) (known as the Trusts) value their staff and actively promote staff development. It is recognised that a well-trained and educated workforce enables the management of risk and organisational objectives to be achieved in a professional manner. The Trusts are committed to investing in education and development to ensure that staff are equipped with the necessary knowledge, skills, attitude and motivation to carry out their roles (clinical and non-clinical) safely and effectively.
- 1.2 It is essential that staff receive specific training to ensure not only their own safety and well-being; but also that of others. The Trusts are committed to improving the quality and safety of its services through a rigorous process of identifying and addressing the mandatory training requirements of its staff. The Trusts seek to ensure that all staff will comply with the requirements outlined within the Core Training Policy and associated appendixes.

## 2. Purpose

- 2.1 The aim of this policy is to outline the Trusts responsibilities in relation to Core Training.
- 2.2 This policy covers SDHCFT and TSDHCT. The Education and Development Directorate is a shared service across both NHS Trusts.
- 2.3 This policy applies to all staff substantively employed by SDHCFT and TSDHCT and staff employed through the organisations bank (Employment Plus).
- 2.4 Core Training is defined as a portfolio of training interventions that are deemed essential for the safe and efficient functioning of the organisation and / or the safety and wellbeing of individual members of staff, with the common aim of managing risk within the Trusts.

Core Training encompasses:

- **Mandatory Training** – this incorporates statutory training required by law (Appendix 1) as well any training that has been identified as mandatory by the Trusts Board. This training must be completed by all grades of staff and updated in line with the requirements specified in the Training Needs Analysis.
- **Role Specific Mandatory Training** – this element of core training is specific to particular staff groups and disciplines and may or may not be linked to statute. It is determined by Trust policy, government instructions or guidelines, as well as industry specifications For example NHS Protect, NHS England and the Resuscitation Council.

- Any subject matter expert requesting their individual topic to be made “Mandatory” must follow the mandatory / core training governance process (Appendix 7).

## 2.5 The Aim of Core Training is to:

- Enable staff to carry out their duties safely and effectively
- Ensure that the Trusts comply with the law and requirements of regulatory bodies
- Maintain competence to the required standards

2.6 In order to comply with legislation the Trusts have a statutory obligation in respect of training provision (Appendix 1). It is essential that all staff attend and participate in this training to ensure their safety and wellbeing at work plus the safety and wellbeing of patients, visitors and other staff is maintained.

2.7 The Trusts are required to demonstrate that they meet certain statutory / mandatory obligations which underpin and support this policy including National Health Service Litigation Authority (NHSLA), Standards for Better Health, Knowledge and Skills Framework / Information Governance Tool kit and Care Quality Commission (CQC).

2.8 The purpose of this policy is:

To describe how the Trusts conduct a Training Needs Analysis in order to:

- Identify the core training requirements applicable to different staff groups
- Define the frequency for core training and updates
- Develop plans for the delivery of training (including the modality of delivery)
- Produce a Training Needs Analysis which is accessible to staff through the intranet

To define the processes by which the Trusts:

- Monitor and report on compliance with the Training Needs Analysis
- Develops action plans to address issues of non-compliance with agreed standards
- Addresses individuals non-attendance or lack of engagement with core training requirement
- To cross reference individual policies that have core training requirements.
- Ensure that there is a consistent approach to core training applied to all staff and that it is linked to Appraisal and Annual Development Reviews

### **3. Equality and Diversity**

3.1 The Trusts are committed to preventing discrimination, valuing diversity and achieving equality of opportunity. No employee will receive less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or on the grounds of trade union membership.

### **4. Roles and Responsibilities**

#### **4.1 Executive Directors / Trust Boards:**

Responsible for:

- Support and promote the development of a learning culture across the organisations.
- Through Workstream 4 (HR and Educational Governance Workstream) assess recommendations made by the Education and Development Directorate (through the Head of Education) and agree them on behalf of the Trust. This will include agreeing action plans with non-compliant teams and individuals.
- Review RAG rated compliancy reports generated by the Education and Development team regarding the monitoring of the implementation of the Core Training Policy and mandatory training processes. This will include agreeing action plans with non-compliant teams and individuals
- Review recommendations for changes as appropriate.
- Ensure through the line management structure that all staff, managers and training leads are aware of their roles and responsibilities in implementing the Core Training policy and procedures.

#### **4.2 Chief Executive**

Is responsible for ensuring that Core Training is provided to all employees and that;

- Sufficient resources are in place to support Core Training.
- The Education and Development Directorate ensure that staff who fail to attend training are highlighted and non-attendance procedures are implemented.
- Workforce planning is in place to ensure that staff can be released for training.

#### **4.3 Senior Managers:**

Responsible for:

- Ensuring that line managers and staff members are supported in discharging their responsibilities as outlined below
- Providing a strategic context that will inform the education and development needs required to support continual service improvement
- Effectively communicating with their line managers and the education and development team in order to inform the Training Needs Analysis

#### 4.4 Line Managers:

The main responsibility for the completion of Core Training lies with the line managers.

It is their responsibility to:

- Ensure that through Appraisal or Annual Development Reviews all their staff are aware of their education and development requirements relevant for their role, as stipulated in the Core Training Policy and Training Needs Analysis. These should be incorporated into the individual's Personal Development Plan. Incremental points can be stopped if core training needs have not been met. See section 12.4.1 of the Performance Development Review Policy (H6)
- Ensure that all staff update their Core Training within the time frames highlighted in the Training Needs Analysis.
- Ensure that all new staff attend the appropriate Induction training as per the *Induction Policy (T2)*.
- Ensure that education and development is prioritised and staff are permitted time within working hours to complete it.
- Monitor the quarterly training reports (Appendix 3) produced by the Education and Development Team and engage in developing and supporting action plans to address areas of poor compliance.
- Assist the Education and Development Department in investigating non-attendance at training and ensuring attendance at the next appropriate session. Follow up on any non-attendance and ensure compliance is achieved.
- Contribute to the annual Training Needs Analysis review.
- To be accountable for underperforming staff members.

#### 4.3 Employees

It is their responsibility to:

- To participate in Annual Development Reviews and take responsibility for meeting any training objectives set as per the *Development Review Policy (NO 72)*. A Personal Development Plan will be agreed by the individual and the line manager.
- To fully participate in education and development to ensure evidence – based practice is delivered.

- To enrol on and complete the relevant parts of the core training programme as identified by the Core Training Policy and Training Needs Analysis.
- To ensure the line manager has authorised release from the workplace in order to train or undertake relevant education.
- Inform their managers and the training department if they have any special considerations which may affect their training.
- To keep any non-attendance to a minimum and if they need to cancel attendance it must be done 24hrs prior to the course starting. Failure of notification will result in the department being charged a fee. (Appendix 2)
- To ensure the line manager is aware of any circumstances that might prevent attendance/participation in a timely manner. Non-attendance must be pre-approved by the line manager.
- Rebook if non-attendance occurs.
- Ensure that they sign the attendance register and familiarise themselves with the information presented which will also be available on the Trusts intranet.
- To keep personal records of attendance at all training.
- To complete evaluation forms from courses or study days to enhance education delivery. (Appendix 4)

#### 4.4 Specialist Core Training Topic Leads / Training Providers

It is their responsibility to:

- Advise the Education and Development Directorate (specifically the Induction and Mandatory Training Lead) of new statutory and mandatory requirements within their specialist fields. It is emphasised that the leads for the specialist areas have a responsibility for maintaining the accuracy of the information which is presented within training. This information should also reflect national requirements and legislative agreements based on the best practice evidence and be updated to reflect any changes as and when they occur.
- Contribute to the annual Training Needs Analysis
- Ensure that training is delivered to staff in an appropriate and effective way and aligned with the objectives of the Training Needs Analysis.
- Undertake regular evaluation of their training sessions by reviewing feedback from the course evaluation sheets, to ensure that training is relevant and informative.
- Administer the recording of attendance and completion of the training by delegates.
- Provide data to the Education and Development Directorate that is required to evidence compliance with the Core Training Policy.
- Continually develop cost effective solutions for the delivery of education and development.
- Comply with the operating policy and procedures of the Horizon Centre

#### 4.5 Head of Education / Education and Development Directorate:

##### Responsible for

- Coordinating an annual Training Needs Analysis reviewing core training provision in order to ensure it meets the requirement of the Trust and national regulators.
- Identifying the specific core training needs for the Trusts and make recommendations for amendments to the Core Training Policy and Training Needs Analysis to Workstream 4 (The HR and Educational Governance Stream).
- For implementing the Core Training Policy and Training Needs Analysis through the management of the Education and Development Directorate functions ensuring the provision of training infrastructure and faculty.
- Ensuring that training is quality assured and meets expected standards and responsible for addressing identified shortfalls.
- Acting on the findings of the monthly RAG rated compliance reports supplied from the Education and Development Directorate. Work alongside senior managers in developing action plans to address non-compliance. If a team or individuals continue to non-attend then the Non Attendance process is followed (Appendix 5).
- To identify commission, deliver and evaluate the Induction and all core training ensuring the course directory is reviewed on an annual basis.
- Provide specialist advice to the Trusts to ensure they meet the legislative requirements (CQC / NHSLA) for Induction and Mandatory training.
- To ensure there is a system in place to manage core training, which is made available to all staff within the Trusts and to provide flexible arrangements to meet staff requirements wherever possible.
- To identify cost effective methods of core training delivery and investment implications.
- To review the Core Training Policy every three years and update in accordance with the new legislation and national drivers.
- To ensure that communication of the Core Training Policy is disseminated throughout the Trusts.
- Provide information on the dates, venues and further details of Core Training programmes and circulate widely within the organisations i.e. training prospectus, intranet, posters, team brief.
- Ensure that accurate details of courses, future dates etc. are kept up to date on the intranet and other sources of communication.
- Administer the nomination and booking processes, generating letters and confirmation of bookings to employees and attendance lists to training leads.
- Inform members of staff and managers of nonattendance at Core Training immediately following the session.
- Maintain and keep up to date accurate records of attendance at Core Training utilising the Electronic Staff Record (ESR).

- Undertake regular audits on training compliance and forward reports and concerns to appropriate forums and Governance meetings.
- Co-ordinate the return of feedback from evaluation forms to the relevant speakers and advise action to be taken where appropriate.

## **5. Annual Review and Development of Training Plans Including Training Needs Analysis (TNA)**

- 5.1 In line with the Risk Management Standards for NHS organisations, there will be an annual training needs analysis undertaken by the Education and Development Team in consultation with managers and coordinated by the Head of Education. This will review the education, core training and development needs of the organisation. The Training Needs Analysis will be informed in many ways which may include requests to managers for advice and information on training needs in their areas.
- 5.2 Guidance will be sought from subject specialists of the statutory, mandatory and desirable types of training that should or could be delivered. This will ensure that governance requirements for the Trust are met which are set by reviewing the minimum data set of the NHSLA.
- 5.3 The Training Needs Analysis is provided as a guide to staff and managers to use to understand what training is relevant to them and how they may seek to complete the training. The matrix should be used in conjunction with the course directory and individual subject policies where further information is required. Subject specialists and the Education and Development Team can also provide assistance if required.
- 5.4 The Trusts will use the Skills for Health document – Core Skills Framework as a template for all core training topics. This document provides links to CQC, NHSLA, General Medical Council (GMC) plus providing the trusts with standardised refresher periods and guidance on who needs to complete each individual topic.
- 5.5 The Training Needs Analysis (TNA) is located on the Trusts intranet site on the Education and Development pages.

## **6. The Course Directory and Action Plan for Delivery**

- 6.1 The Education and Development Directorate will ensure that all staff can access the Core Training Policy, the Training Needs Analysis and Course Directory through the intranet of their Trust (iCare or Contact). The Training Administration team are also contactable by telephone and email to assist staff in finding and booking onto appropriate training courses.

- 6.2 The course directory provides information on the dates, venues and details of Core Training programmes and will be made available via the intranet. It will be updated and reviewed regularly, but as a minimum on an annual basis.
- 6.3 Any changes to either the content, delivery or monitoring of Core Training will be circulated widely within the organisations (for example through the Trust Bulletins / Team Brief or All Managers meetings), particularly where this relates to management actions to improve compliance. Systemic learning from regular changes will be reflected in updates to the Policy itself.

## **7. Recording and Reporting Core Training / Monitoring compliance and effectiveness**

- 7.1 Trainers will submit signed attendance registers to the education and development administration team who will then log this onto the Oracle Learning Management (OLM) system. The OLM system is directly interfaced with ESR and will therefore populate training records against the individual's staff record automatically.
- 7.2 Training completed via the Trusts e-learning system is recorded directly onto the staff members training record which is held within the Electronic Staff Record (ESR)
- 7.3 Compliance can be monitored for any core training where it has been clearly identified what staff need to complete it and where all instances of the delivered training are recorded on ESR.
- 7.4 The Education and Development Directorate Administration Team will,
- Receive booking requests for training and will then ensure that the individual is booked onto the next appropriate available training session required.
  - Administer the nomination and booking processes, generating letters and confirmation of bookings to employees and attendance lists to training leads.
  - Monitor compliance with the policy and be responsible for producing staff training records on request as well as generating regular reports through the ESR system reporting functionality that are cascaded as appropriate through the organisation.
- 7.5 RAG rated compliancy reports, including the NHSLA minimum data set, will be generated by the Workforce department and distributed monthly to all individuals staff members and quarterly to all managers
- 7.6 RAG rated compliancy reports are one of the main agenda points at Workstream 4 (HR and Governance Workstream) and the quarterly Health and Safety Committee meetings. Areas of low attendance are highlighted and actioned.

- 7.7 Other reports to cover core training are provided by request and to inform other monitoring bodies (for example Safeguarding Boards).
- 7.8 Where non-compliance is identified the education and development directorate will work with the training lead and senior managers to develop action plans in order to address the shortfall.
- 7.9 By complying with Core Training the trusts will see reduction in incidents to staff, patients, visitors. For example Moving and Handling, slips trips and Falls, wedged fire doors. This will be highlighted and discussed at health and Safety committee meetings

## **8. Following up Non Attendance.**

- 8.1 Non-attendance will be monitored by the education and development administration team. Where non-attendance is persistent, the team will implement the Non-attendance process (Appendix 5) and will initially,
- Inform members of staff and managers via email of non-attendance at Core Training immediately following the session. (Appendix 6) On confirmation of non-attendance the individuals department will be charged. Details of this are included in the Cancellation Charging Policy (Appendix 2)
  - Repeated non-compliance with this policy will be managed in accordance with the Capability/Managing Performance Policy (No 103) – SDHCT, and the Improving Performance Policy (HR36) - TSDHCT.

## **9. Training and Awareness**

- 9.1 This policy will be published on the Trust Document Library following authorisation by the Executive Director. Following publication the Education and Development department will ensure that its publication is highlighted and disseminated across the Trust using various media including all users e-mail and briefings at meetings.
- 9.2 Staff awareness of this policy will be raised on mandatory training courses highlighting differences from the preceding policy and resolving issues as they arise. Previous versions of the Mandatory Training Policy and Training Needs Analysis will be archived using the processes developed for the management of documents in the Document Library.
- 9.3 Trust staff will be made aware of their responsibilities for core training through attendance at Corporate Induction (new starters) and Clinical Induction.



## **10. Monitoring, Audit and Review Procedures**

10.1 This policy will be monitored and audited on a regular basis. A full review will take place every two years or following a change to associated legislation or national /local terms and conditions of service and is the responsibility of the Head of Education. Any changes to the NHSLA Minimum Data Set will be included as and when necessary.



## **Appendix 1 - Statutory Training Requirements**

- Equality and Diversity (Equality Act 2010, Public Sector Equality Duty)
- Fire (Regulatory Reform (Fire Safety) Order 2005)
- Health and Safety (Health and Safety at Work etc. Act 1974)
- Infection Prevention and Control (Health & Social Care Act 2008)
- Information Governance (Data Protection Act 1998 and Freedom of Information Act 2000)
- Moving and Handling (Manual Handling Operations Regulations 1992 as amended by Management of Health and Safety at Work Regulations 1999)
- Safeguarding Adults (Mental Capacity Act 2005)
- Safeguarding Children (The Children Act 1989 and 2004)

## Appendix 2 - Cancellation Charging Policy

### Aim of the policy

The aim of this policy is to provide managers with clear information on the charges that will be implemented as of **1<sup>st</sup> April 2013** for the cancellation of training places, and for the non-attendance of booked participants.

### Reason for policy

The extensive training programmes are costly both financially in terms of commissioning trainers, administration and venue costs. The demand for places on training programmes means that every place booked needs to be utilised.

### Cancellations

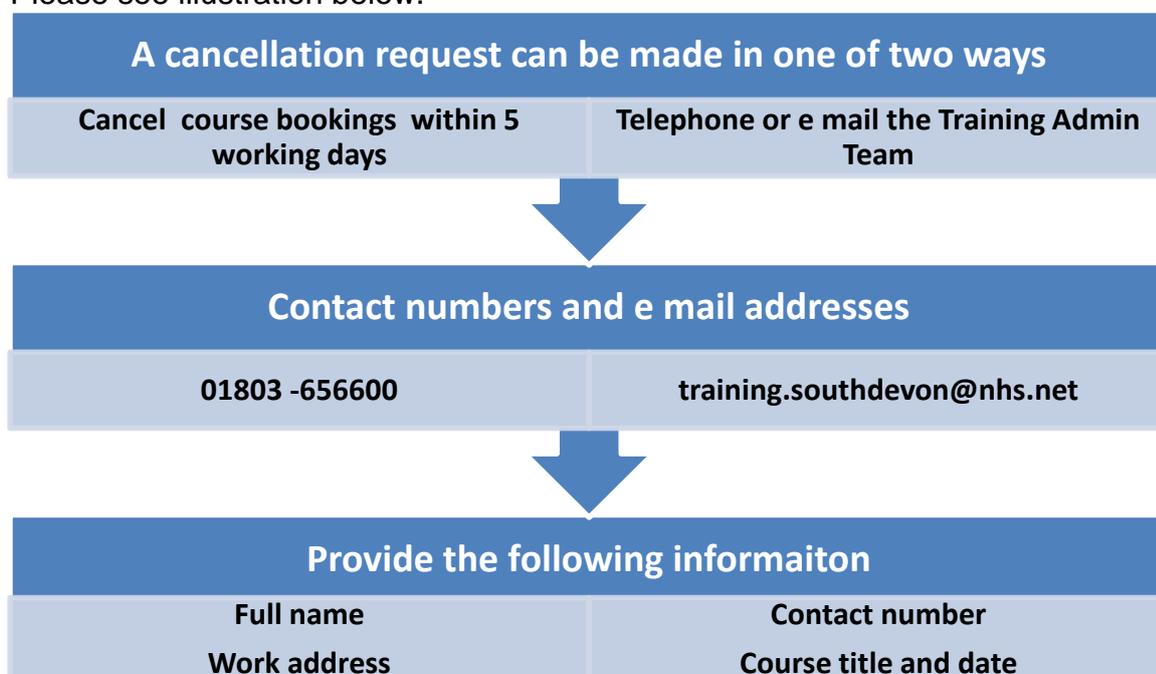
Cancellation charges will apply to all booked places that have not been cancelled within **5 working** days or less prior to the date of the course. The charge for cancellation will be £25 per day for each training day cancelled. The cancellation charge for half a day and a full day will be £25.

There will be no charge if you substitute another person to fill the place at the point of cancellation. Cancellation charges will apply to all external organisations including PVI sectors.

### Non-attendance/DNA

Non-attendance on the day (did not attend and did not cancel) will be charged at a rate of £25 per day, for each day of non-attendance.

Extenuating circumstances will be considered at the discretion of the Centre Manager. Please see illustration below.



### Please note:

You will receive an invoice for the amount of £25 one month after the course date.



### Appendix 3 - Quarterly Mandatory Training Report to Managers

Mandatory Competency Training Report  
for Supervisor:

Title	First Name	Surname	Organisation	Supervisor	Competence Name	Expiry Date	Competence Match
					Conflict Resolution - 3 Year		Does not meet requirement
					Equality, Diversity and Human Rights - 3 Year	11/05/2013	Meets Requirement
					Fire Safety - 1 Year	11/06/2012	Meets Requirement
					Infection Control - 1 Year		Does not meet requirement
					Information Governance - 1 Year	23/02/2013	Meets Requirement
					Moving and Handling - 2 Year	19/04/2013	Meets Requirement
					Safeguarding Adults Level 1 - 3 Year		Does not meet requirement
					Safeguarding Children Level 1 - 3 Year		Does not meet requirement
					Conflict Resolution - 3 Year		Does not meet requirement
					Equality, Diversity and Human Rights - 3 Year		Does not meet requirement
					Fire Safety - 1 Year	17/04/2013	Meets Requirement
					Infection Control - 1 Year		Does not meet requirement
					Information Governance - 1 Year	23/02/2013	Meets Requirement
					Moving and Handling - 1 Year		Does not meet requirement
					Resuscitation - 1 Year		Does not meet requirement
					Safeguarding Adults Level 1 - 3 Year	16/03/2015	Meets Requirement
					Safeguarding Children Level 1 - 3 Year	21/11/2014	Meets Requirement
					Safeguarding Children Level 3 - 3 Year	21/11/2014	Meets Requirement
					Conflict Resolution - 3 Year		Does not meet requirement
					Equality, Diversity and Human Rights - 3 Year		Does not meet requirement
					Fire Safety - 1 Year	09/11/2012	Meets Requirement
					Infection Control - 1 Year	20/10/2011	Does not meet requirement
					Information Governance - 1 Year	23/02/2013	Meets Requirement
					Moving and Handling - 1 Year	16/11/2012	Meets Requirement
					Resuscitation - 1 Year	15/11/2012	Meets Requirement
					Safeguarding Adults Level 1 - 3 Year	16/03/2015	Meets Requirement
					Safeguarding Children Level 1 - 3 Year	24/09/2012	Meets Requirement
					Safeguarding Children Level 3 - 3 Year		Does not meet requirement



## Appendix 4 - Course Evaluation Forms

### Private & Confidential

#### Course

Title.....Date.....

Trainer's Name.....

In order for us to assess your immediate reaction to the event, would you please take time to complete this validation questionnaire. As a result of your comments we may make changes to the programme in line with our customer satisfaction policy.

**1) Did the course meet its stated objectives? \* Please circle as appropriate**

Fully met					Not at all
6	5	4	3	2	1

Comments:.....  
.....  
.....  
.....

**2) Has your knowledge of the subject or your skills improved as a result of the training?**

Much improved				Not Changed	
6	5	4	3	2	1

Comments:.....  
.....  
.....  
.....

**3) Will you be able to use the knowledge/skills gained, in your workplace?**

Yes Fully					Not at all
6	5	4	3	2	1

Comments:.....  
.....  
.....  
.....

**4) To what extent did the trainer deliver the course in a manner conducive to your learning?**

Fully	Not at all
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6	5	4	3	2	1
---	---	---	---	---	---

Comments:.....  
.....  
.....  
.....

**5) How conducive was the venue/environment to your learning?**

Very			Not at all		
6	5	4	3	2	1

Comments:.....  
.....  
.....  
.....

**6) How effective was the course administration?**

Very effective			Not effective		
6	5	4	3	2	1

Comments:.....  
.....  
.....  
.....

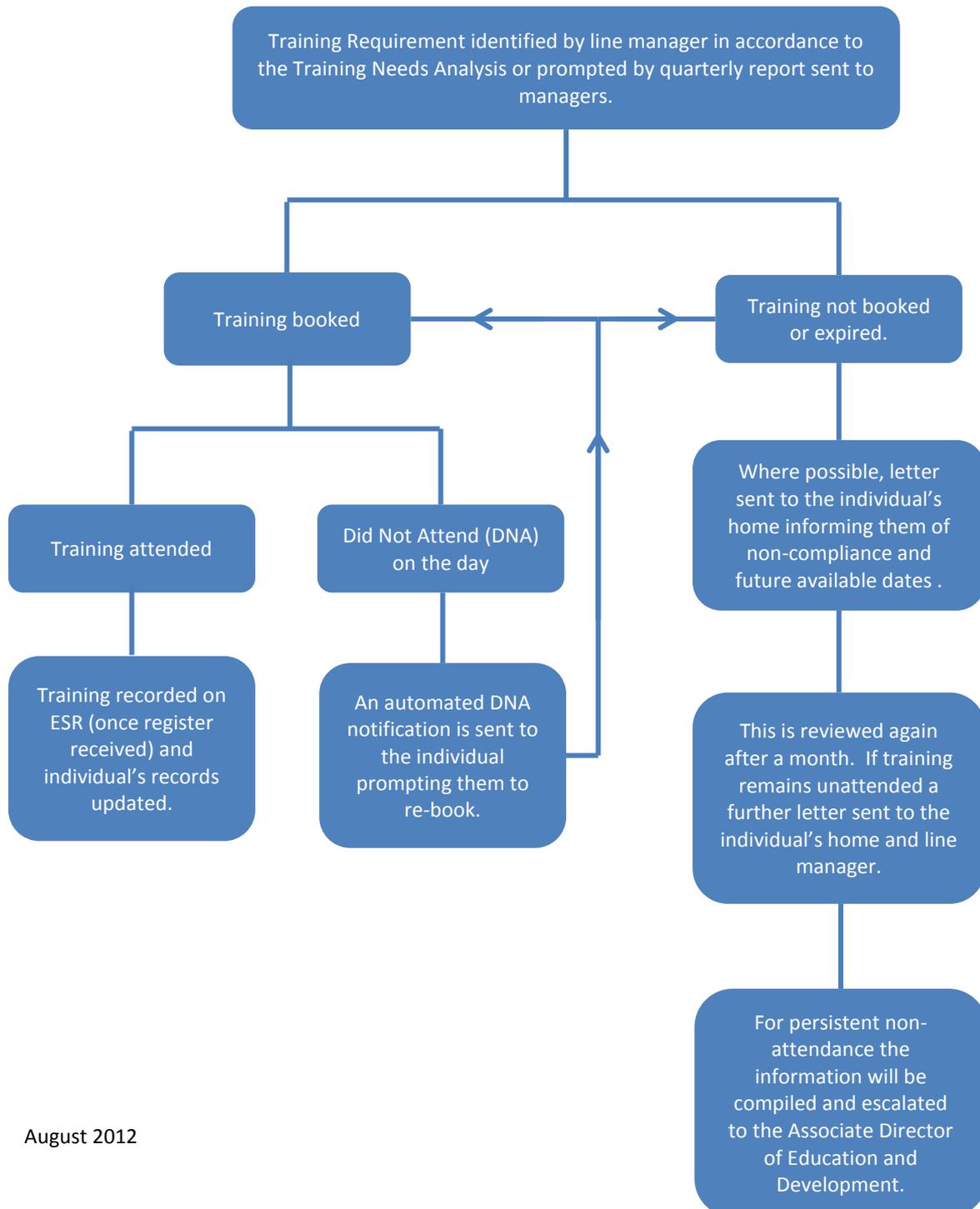
**7) What was the most useful part of the event?**

**8) What was the least useful part of the event?**

**9) What additional comments would you like to make about the course overall?**

*Please complete this questionnaire and hand to the course trainer before leaving. Or return back to the Training Team, Horizon Centre, Torbay Hospital, Lawes Bridge, Torquay. Thank you for your time.*

## Appendix 5 - Non Attendance Process



August 2012



## Appendix 6 – Non-attendance at training course letter

Horizon Centre  
Torbay Hospital  
Lawes Bridge  
Torquay  
TQ2 7AA  
Date:

### **REF: Non-Attendance at Training Course**

Hello,

It has come to our attention that a member of your staff was booked to attend a recent training course but did not attend. The details are as follows:

#### **South Devon Health Services**

Delegate Name:

Course:

Date:

The training team received no notification prior to the course that this member of staff would not be attending. All of the training courses are very limited on numbers, so an unexplained absence such as this means that the place could not be offered to anyone else, and as such was wasted, therefore a charge of £25 has been incurred and an invoice requesting payment will be sent at the end of the month.

We would therefore appreciate it if you could please discuss with this member of staff their reason for non-attendance. Could you please then inform us in order that we can update our records.

I look forward to receiving your reply.

With best wishes

Education Development

Tel: 01803 656600

Email: [training.southdevon@nhs.net](mailto:training.southdevon@nhs.net)

## Appendix 7 - Mandatory/Core Training Governance Process

