

Corporate Mandatory Training Policy

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| Author | Heather Ellis, HOS Education, Learning and Development Ray King, HOS Health and Safety |
| Directorate | HROD |
| Date | April 2013 |
| Review Date | March 2015 |



Southern Health and Social Care Trust

Policy Checklist

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| Name of Policy: | SH&SCT Corporate Mandatory Training Policy |
| Purpose of Policy: | <p>The aim of this policy is to ensure that all new staff or staff moving to a new position within the Trust, have access to a relevant and timely Corporate Mandatory Training programme and receive corporate mandatory training updates that are relevant, appropriate and timely to support them in their role within the Trust.</p> <p>To achieve this aim:-</p> <ul style="list-style-type: none">• All new employees should receive comprehensive, relevant and timely Corporate Induction which will welcome them into the Trust and introduce them to their respective departments.• All new employees should receive relevant corporate mandatory training as part of their induction programme.• All new employees staff should receive relevant Departmental Induction training as part of their induction programme• All staff should receive corporate mandatory training updates that are relevant, appropriate and timely. |
| Directorate responsible for Policy | HROD |
| Name & Title of Author: | Heather Ellis, HOS Education, Learning and Development Ray King, HOS Health and Safety |
| Does this meet criteria of a Policy? | Yes/No/Not Applicable |
| Trade Union consultation? | Yes/No/Not Applicable |
| Equality Screened by: | Andrea Sergeant |
| Date Policy submitted to Policy Scrutiny Committee: | 16 September 2013 |
| Members of Policy Scrutiny Committee in Attendance: Vivienne Toal, Head of Employee Engagement & Relations (Chair) Tierna Armstrong, Head of Social Work, Older People (for Melanie McClements) Anita Carroll, Assistant Director of Acute Services – Functional Support Services Claire Graham, Head of Corporate Records (for Siobhan Hanna) | |

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| Carmel Harney , Assistant Director of Allied Health Professionals, Governance & Workforce Planning Stephen Wallace, Project Manager (for Anne Brennan) Fiona Wright, Assistant Director of Nursing Governance | |
| Policy Approved/Rejected/Amended | |
| Policy Implementation Plan included? | Yes |
| Any other comments: | |
| Date presented to SMT | 15 May 2013 |
| Director Responsible | Mr Kieran Donaghy |
| SMT Approved/Rejected/Amended | Approved |
| SMT Comments | |
| Date received by Employee Engagement & Relations for database/Intranet/Internet | 16 September 2013 |
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POLICY DOCUMENT – VERSION CONTROL SHEET

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1.0 Introduction

The Trust Board is committed to leading the organisation forward in delivering a quality service and achieving excellent results as well as ensuring that the Southern Health and Social Care Trust (Trust) makes the very best possible use of public funds.

Corporate Mandatory Training is a process to help all staff¹, including new recruits, existing staff who transfer to a new area of work, or staff transferred from other Trusts/Organisations, to get to know the Trust, what it expects of them and how they will be supported to provide a safe effective service and to perform to the highest level within their post. Part of this process involves providing training that is essential for staff to do their jobs safely and well. The Trust has agreed specific areas of training which are mandatory for all, or identified specific staff groups. Identified training aims to promote and maintain the health, safety and wellbeing of staff, patients and partners within the organisation and those who come into contact with it.

2.0 Purpose and Aims

To ensure that all employees are appropriately trained with the minimum level of knowledge and skills required to carry out the duties of their post safely and effectively and to enable the Trust to determine the training and development needs of its workforce to ensure they have the appropriate knowledge and skills, are well informed and competent to enable the delivery of safe high quality care/services.

Corporate training programmes are planned over a 12-month period to enable each member of staff to receive appropriate training as agreed by the Senior Management Team. Poor uptake and compliance in any one reporting period increases the likelihood of causing a potential risk of harm to patients, visitors or staff, as well as failure to achieve Trust, Regional, PfA, Professional Standards and other relevant targets. Therefore, the compliance pathway must be as robust as the delivery pathway.

This policy focuses on training which has been identified by the Trust as Corporate Mandatory Training, staff should be aware that this will not be the only training required to meet the needs of their post but that other essential training deemed as

¹ With the exception of Ad Hoc Bank Staff – please refer to appropriate matrix for further information

job/profession specific will also be required.

The aim of this policy is to ensure that all staff¹, including new staff or staff moving to a new position within the Trust, have access to a relevant and timely Corporate Mandatory Training programme and receive corporate mandatory training updates that are relevant, appropriate and timely to support them in their role within the Trust.

To achieve this aim:-

- All new employees must complete comprehensive, relevant and timely Corporate Mandatory Training.
- All existing staff must complete corporate mandatory training updates that are relevant, appropriate and timely.

3.0 Policy Statement

The Trust is committed to integrating all staff, including new employees or staff moving to a new position within the Trust, into the organisation as effectively as possible by providing them with the training, information, support and learning to develop a competent, confident and valued workforce.

The Trust will ensure there is effective monitoring of the Corporate Mandatory Training process.

The Trust is committed to providing appropriate training, learning and development opportunities to assist the Corporate Mandatory Training process.

4.0 Scope of Policy

The policy applies to all staff within the organisation as they must complete the relevant Corporate Mandatory Training and ensure that corporate mandatory training updates are undertaken in an appropriate and timely manner.

5.0 Definitions

This section defines training terms used to describe the corporate mandatory training modules.

Corporate Mandatory Training

This is the training requirement that has been determined by the Trust as being essential for the roles and responsibilities of the post as well as meeting the Trust corporate targets, and is concerned with minimising and managing risk and providing assurances in relation to the implementation of Trust policies and procedures. It also ensures that the Trust meets relevant statutory and other legislative obligations. See Appendix 1.

Course Guide

An outline of each module is held on the Trust Intranet detailing the aims and objectives of each type of training, duration of the training, as well as the frequency of refresher. A list of training dates is published regularly on the intranet as a reference for managers/staff to ensure that staff are booked onto appropriate programmes for initial training or to refresh their learning.

Delivery of training modules

Corporate mandatory training is delivered either as stand-alone programmes, grouped with other modules as part of a programme, or as e-learning. Training may be delivered off the job in training rooms, on the job, via the e-learning platform or using a written format and test.

6.0 Responsibilities

6.1 Trust Board

The Trust Board will:

- oversee the performance of Corporate Mandatory Training to ensure that requirements are met within the Organisation.

6.2 Director of Human Resources and Organisational Development (HROD)

The Director of HROD will:-

- provide leadership in the area of corporate mandatory training, working closely with relevant committees and key personnel to promote compliance with all aspects of the policy;
- provide a sufficient programme of training to ensure all staff are able to receive all appropriate training as required and ensure this programme meets corporate

mandatory requirements;

- escalate Corporate Mandatory training performance reports as required to Directors and the Senior Management Team/Trust Board as appropriate.

6.3 Directors

Directors will, with the co-operation and assistance of their Assistant Directors and Heads of Service:-

- ensure that all line managers plan for all staff to attend Corporate Mandatory Training specific to their job role;
- monitor attendance by checking detailed training records against the Directorate Training Performance Reports;
- be responsible and accountable for ensuring that all staff attend other essential training relevant to their post/profession.

6.4 Line Managers (All)

The line manager will carry out the delegated duties of the Directors as outlined above on a day-to-day basis. These include:-

- carrying out staff appraisal and performance development plan reviews annually, this process includes a review of the staff member's corporate mandatory training needs and attendance, the date training was last attended and the organisation of planned dates, as well as ensuring that staff are competent to do their job following training;
- ensure that all staff attend Corporate Mandatory Training and other recognized essential training relevant to their post/profession;
- ensuring that the Corporate Mandatory Training needs of staff moving post within the Trust are up-to-date and relevant, eg when a member of staff moves from a post with patient contact to a post with no patient contact their Corporate Mandatory Training needs will change;
- recording and upkeep of team staff training record (Appendix 1)
- checking Directorate training reports on a regular basis to ensure staff have attended, investigating reasons for non attendance and ensuring staff are aware of their responsibility to attend training that has been agreed.

6.5 All Employees

All employees will:-

- attend the relevant corporate mandatory training for their post, ensuring that they record their full details accurately on all training registers to ensure an accurate record of attendance at training;
- take responsibility for their own learning and development and ensure they comply with their professional body's CPD requirements (where relevant);
- ensure they are aware of the corporate mandatory training requirements for their role and that their corporate mandatory training, as agreed in their Personal Development Plan (PDP) is up-to-date before requesting further training;
- record and update their personal training record (Appendix 3);
- ensure that they attend other essential training relevant to their post/profession as deemed necessary by line manager.

7.0 Ensuring Compliance with Corporate Mandatory Training

It is the responsibility of all staff to ensure that they are up-to-date with Corporate Mandatory Training as deemed essential to fulfill the responsibility of their post. Non-compliance or non-attendance in line with the requirements of the Corporate Mandatory Training Policy may lead to disciplinary action being taken. In relation to non-attendance mitigating circumstances will be considered on a case by case basis between line manager, Education, Learning and Development and other appropriate parties as necessary.

Regular reports will be provided to management that include reference to hotspots and areas of concern will be highlighted. Please refer to the "Procedure for Compliance with Corporate Mandatory Training" document.

8.0 Monitoring and Review

Corporate Mandatory Training Performance Scorecard Reports will be provided quarterly to the Senior Management Team/Trust Board via the Director of HROD.

Appropriate amendments to the Corporate Mandatory Modules, as outlined in Appendix 1, will undergo rigorous scrutiny.

The Trust is committed to ensuring that all policies and procedures are kept under review to ensure that they remain compliant with all relevant legislation and reflect organisational development. This policy will be reviewed within two years or earlier in light of any changes in statutory legislation and/or operational experience that prevents these arrangements being implemented as intended.

9.0 Support and Further Advice

Further information and advice with regard to Corporate Mandatory Training is available via the Intranet, from the Education, Learning and Development Department, Members of the Education, Training and Workforce Development Committee and Trade Union Side representatives and subject experts as detailed in the Training Guides situated on the Trust Intranet site Training section.

This policy should also be read in conjunction with the following:

- SH&SCT Corporate Induction Policy
- SH&SCT Learning & Development Strategy Implementation Plan (June 2011)
- Guides to Corporate Mandatory Training
- KSF and PDR/PDP Guidelines
- Risk Management Strategy
- Agenda for Change Terms & Conditions
- Nurse and AHP Preceptorship and Development Programme
- Recruitment & Selection Policy
- Equal Opportunities Policy
- Other relevant policies

10.0 Equality and Human Rights

This document has been screened for equality implications as required by Section 75 and Schedule 9 of the Northern Ireland Act 1998. Using the Equality Commissions screening criteria, no significant equality implications have been identified. It is therefore not subject to equality impact assessment.

This document has been considered under the terms of the Human Rights Act 1998 and was deemed compatible with the European Convention Rights contained in the Act.

11.0 Alternative Formats

This document can be made available on request in alternative formats, eg plain English, Braille, DAISY, audiocassette, disk and in other languages to meet the needs of those who are not fluent in English.

12.0 Copyright

The supply of information under the Freedom of Information does not give the recipient or organisation that receives it the automatic right to re-use it in any way that would infringe copyright. This includes, for example, making multiple copies, publishing and issuing copies to the public. Permission to re-use the information must be obtained in advance from the Trust.

DRAFT



ELD Department

Corporate Mandatory Training

| Frequency | Corporate Mandatory Training | | | | | | | ROLE SPECIFIC | | | | | | | | |
|---|------------------------------|------------------------------------|---|--|------------------------------|---|------------------|---|--|---|---|---|---|--|--|--------------|
| | Once | Once | Annually | Once | 2 Yearly | Yearly, 2 yearly, 3 yearly | 3 yearly | Once, 2 yearly, 3 yearly | 18 months | 3 yearly | 3 yearly | 3 yearly | Once | Yearly | Yearly | |
| Job Family/Area | Corporate Induction | Departmental Induction/Orientation | File Safety* | Record Keeping/Data Protection | Infection Prevention Control | Moving & Handling | Waste Management | Safeguarding People | Right Patient Right Blood | Right Patient Right Blood (or desist notice) - Theory | Right Patient Right Blood (or desist notice) - Competency | Control of Substances Hazardous to Health (COSHH) | Food Safety | Basic ICT | MAPA Level 3 | MAPA Level 4 |
| Admin & Clerical | F2F | F2F | e | e | l | e | e | l | n/a | n/a | e | n/a | F2F | n/a | n/a | |
| Admin & Clerical within Residential areas, eg hospital, residential nursing homes, etc. | F2F | F2F | F2F | e | F2F | e | e | l | n/a | n/a | e | n/a | F2F | n/a | n/a | |
| Functional Support Services (Catering, Domestic, CSSD, Laundry, etc) | F2F | F2F | F2F | e | F2F | F2F | e | e | n/a | n/a | e | F2F | F2F | n/a | n/a | |
| Functional Support Services (Portering) | F2F | F2F | F2F | e | F2F | F2F | e | F2F | e | F2F | e | n/a | F2F | n/a | n/a | |
| Transport - Patient Handling | F2F | F2F | F2F | e | F2F | F2F | e | F2F | n/a | n/a | e | n/a | F2F | n/a | n/a | |
| Transport - Non-Patient Handling | F2F | F2F | F2F | e | F2F | e | e | F2F | n/a | n/a | e | n/a | F2F | n/a | n/a | |
| Estates | F2F | F2F | F2F | e | F2F | e | e | l | n/a | n/a | e | n/a | F2F | n/a | n/a | |
| Social Work | F2F | F2F | e | e | F2F | e | e | F2F | n/a | n/a | e | n/a | F2F | n/a | n/a | |
| Residential Social Work | F2F | F2F | F2F | e | F2F | e | e | F2F | n/a | n/a | e | F2F | F2F | n/a | n/a | |
| Social Care | F2F | F2F | F2F | e | F2F | F2F | e | F2F | n/a | n/a | e | F2F | F2F | F2F** | F2F** | |
| Dom Care | F2F | F2F | F2F | e | F2F | F2F | e | F2F | n/a | n/a | e | e | F2F | n/a | n/a | |
| Nurses | F2F | F2F | F2F | e | F2F | F2F | e | F2F | e | F2F | e | e | F2F | F2F** | F2F** | |
| Nursing Support | F2F | F2F | F2F | e | F2F | F2F | e | F2F | e | F2F | e | e | F2F | F2F** | F2F** | |
| Health Visiting / School Nursing | F2F | F2F | F2F | e | F2F | e | e | F2F | n/a | n/a | e | n/a | F2F | n/a | n/a | |
| Midwives | F2F | F2F | F2F | e | F2F | F2F | e | F2F | e | F2F | e | e | F2F | n/a | n/a | |
| Community Midwives | F2F | F2F | F2F | e | F2F | e | e | F2F | e | F2F | e | n/a | F2F | n/a | n/a | |
| Prof & Tech (OT, Physio, Radiography) | F2F | F2F | F2F | e | F2F | F2F | e | F2F | n/a | n/a | e | n/a | F2F | F2F** | na | |
| Prof & Tech (Audiologists, S<, Podiatrists, Psychologists, Pharmacists, Labs, Dietitians, Orthoptists, etc) | F2F | F2F | F2F | e | F2F | e | e | F2F | n/a | n/a | e | n/a | F2F | n/a | n/a | |
| Medical | F2F | F2F | F2F | e | F2F | e | e | F2F | e | F2F | e | n/a | F2F | F2F** | F2F** | |
| Dental | F2F | F2F | F2F | e | F2F | F2F | e | F2F | e | F2F | e | n/a | F2F | F2F** | F2F** | |
| Additional Information | | | * Staff working in residential facilities bi-annually | May change to 3 yearly (awaiting confirmation from IG) | | Core Training delivered via F2F training, refresher training is a mix of F2F and e-learning dependent upon job role | | Staff should attend as appropriate to their job role if deemed necessary. | Staff should attend as appropriate to their job role if deemed necessary. Theoretical training every 18 months (via e-learning) and competency | Staff should attend as appropriate to their job role if deemed necessary. | Staff should attend as appropriate to their job role if deemed necessary. | Staff should attend as appropriate to their job role if deemed necessary. | Staff should attend as appropriate to their job role if deemed necessary. Completion of Training Needs Analysis will assist in highlighting the need for this | ** Staff who may require use of holding skills, (eg Hospital/ Residential/ Community staff in OP&C, MH&D, A&E and Medical) | ** Staff requiring either planned or emergency physical interventions, (eg Hospital/Facility based staff in MH&D, A&E and security porters). | |

Training key:

| | |
|-------------|----------------|
| High Risk | - Face to Face |
| Medium Risk | - e-learning |
| Low Risk | - Leaflet |



ELD Department

Corporate Mandatory Training
Ad Hoc Bank Nursing Staff

| | Corporate Induction | Departmental Induction/Orientation | Fire Safety* | Record Keeping/Orientation | Infection Prevention/Control | Moving & Handling | Waste Management | ROLE SPECIFIC | Safeguarding People | Right Patient Right Blood | Right Patient Right Blood (or desist notice) - Theory | Control of Substances Hazardous to Health (COSHH) | Food Safety | Basic ICT | MAPA Level 3 | MAPA Level 4 |
|------------------------|---------------------|------------------------------------|---|--|------------------------------|---|------------------|---|---|--|---|---|---|--|--|--|
| Frequency | Once | Once | Annually | Once | 2 Yearly | Yearly, 2 yearly, 3 yearly | Once | | Once, 2 yearly, 3 yearly | 18 months | 3 yearly | 3 yearly | 3 yearly | Once | Yearly | Yearly |
| Job Family/Area | | | | | | | | | | | | | | | | |
| Ad Hoc Bank Nurses | F2F | F2F | F2F | e | F2F | F2F | e | | F2F | e | F2F | e | e | F2F | F2F** | F2F** |
| Additional Information | | | * Staff working in residential facilities bi-annually | May change to 3 yearly (awaiting confirmation from IG) | | Core Training delivered via F2F training, refresher training is a mix of F2F and e-learning dependent upon job role | | ROLE SPECIFIC CORPORATE MANDATORY TRAINING | Staff should attend as appropriate to their job role if deemed necessary. | Staff should attend as appropriate to their job role if deemed necessary. Theoretical training every 18 months (via e-learning) and competency assessment every 3 years via face to face | Staff should attend as appropriate to their job role if deemed necessary. | Staff should attend as appropriate to their job role if deemed necessary. | Staff should attend as appropriate to their job role if deemed necessary. | Staff should attend as appropriate to their job role if deemed necessary. Completion of Training Needs Analysis will assist in highlighting the need for this training | ** Staff who may require use of holding skills, (eg Hospital/ Residential/ Community staff in OPCC, MH&D, A&E and Medical) | ** Staff requiring either planned or emergency physical interventions, (eg Hospital/Facility based staff in MH&D, A&E and security porters). |

Training key:

| | |
|-------------|----------------|
| High Risk | - Face to Face |
| Medium Risk | - e-learning |
| Low Risk | - Leaflet |

