E-Learning Policy & Procedure

<table>
<thead>
<tr>
<th>Name of Policy:</th>
<th>E-Learning Policy &amp; Procedures</th>
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<tbody>
<tr>
<td>Purpose of Policy:</td>
<td>The purpose of the policy is to assist staff to complete some of their learning via E-Learning, allowing them to complete training at a time that suits both them and the service in which they work.</td>
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<tr>
<td>Directorate responsible for Policy</td>
<td>Directorate of Human Resources &amp; Organisational Development</td>
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<tr>
<td>Name &amp; Title of Author:</td>
<td>Sinead Burns</td>
</tr>
<tr>
<td>Does this meet criteria of a Policy?</td>
<td>Yes/No/Not Applicable</td>
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<td>Staff side consultation?</td>
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<tr>
<td>Equality Screened by:</td>
<td>Andrea Sergeant</td>
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<tr>
<td>Date Policy submitted to Scrutiny Committee</td>
<td>16 September 2013</td>
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<td><strong>Members of Scrutiny Committee in Attendance:</strong></td>
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</tr>
<tr>
<td>Vivienne Toal, Head of Employee Engagement &amp; Relations (Chair)</td>
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<td>Tierna Armstrong, Head of Social Work, Older People (for Melanie McClements)</td>
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<td><strong>Policy Approved/Rejected/Amended</strong></td>
<td>Approved</td>
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<td><strong>Communication Plan required?</strong></td>
<td>Yes/no/not applicable</td>
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<td><strong>Training Plan required?</strong></td>
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<td><strong>Implementation Plan required?</strong></td>
<td>Yes/no/not applicable</td>
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<td>Any other comments:</td>
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<tr>
<td>Date presented to SMT</td>
<td>15th May 2013</td>
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<tr>
<td>Director Responsible</td>
<td>Director of Human Resources &amp; Organisational Development</td>
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<td><strong>SMT Approved/Rejected/Amended</strong></td>
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<td><strong>SMT Comments</strong></td>
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<tr>
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**Circulation List:**

This policy was circulated to the following staff and groups for consultation:

- Education, Training & Workforce Development Committee Members
- Subject Experts for E-Learning
- Corporate HR Team

Following SMT approval this Policy Document will be circulated to the following:

- All Trust staff
- Trust Intranet site (for public release under the Freedom of Information Act 2000)
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1.0 INTRODUCTION

1.1 This policy aims to respond to the use of Information Technology to facilitate learning and in particular the introduction of an E-Learning platform into the Southern Health and Social Care Trust (hereafter referred to as the Trust).

1.2 It will set out a series of actions that need to be taken in order that the Trust has an environment that can assess the appropriate use of E-Learning, consider capacity issues, resources and create equitable access for all.


1.4 The Trust is committed to learning and development opportunities which ensure staff are competent and working to their full potential and meeting the requirements of Personal Development Planning. It believes that E-Learning as part of a blended method of learning can bring benefits to both staff and clients.

2.0 PURPOSE AND AIMS

2.1 The purpose of the policy is to assist staff to complete some of their learning via E-Learning, allowing them to complete training at a time that suits both them and the service in which they work.

2.2 The objectives are:

2.2.1 To set out the Trusts commitment to providing learning opportunities for all staff.

2.2.2 To make full use of the extensive investment in ICT across the Trust including new initiatives such as HRPTS.

2.2.3 To increase access to learning opportunities and flexibility for staff whilst taking account of service needs.

2.2.4 To enhance and standardise the quality of teaching and learning.

2.2.5 To develop the skills and competencies needed, and in particular to ensure that learners have the technological literacy skills required in their discipline, profession or career.

2.2.6 To enable self-managed learning whilst providing support to staff in the use of E-Learning.

2.2.7 To ensure that there are adequate resources for the implementation of E-Learning across the Trust.
2.2.8 To ensure that adequate protected time is allocated to staff to complete learning by E-Learning.

2.2.9 To ensure that staff are competent to do their job and that this competence is tested using simulation as part of the E-Learning platform.

2.2.10 To ensure that E-Learning is accessible by all staff, and where this is not possible, that other arrangements are in place.

2.2.11 To ensure that E-Learning is used as part of a blended method of learning and that reviews ensure that modules are fit for purpose.

3.0 STATEMENT

The Trust believes that all staff should have equitable access to E-Learning. This policy and accompanying procedure seeks to firmly embed E-Learning as a key element of learning within the Trust.

4.0 SCOPE

4.1 This policy applies to all staff within the Trust and applies to all E-Learning undertaken by Trust staff in the course of their work.

5.0 RESPONSIBILITIES

5.1 Trust Board
The overall responsibility for these arrangements lies with Trust Board.

5.2 Chief Executive
The Trust Board’s responsibility for ensuring implementation is managed through the Chief Executive.

5.3 Director of Human Resources and Organisational Development
The Chief Executive has appointed the Director of Human Resources & Organisational Development as the identified Lead Person for E-Learning implementation within the Trust which includes responsibility for establishing and monitoring the implementation of the Trust policy on E-Learning.

5.4 Directors
The Chief Executive requires Directors to establish and monitor the implementation of these arrangements and compliance within their area of responsibility.

5.5 Managers are responsible for:

5.5.1 Ensuring that staff are aware of the arrangements for provision of training via E-Learning.

5.5.2 Ensuring that staff complete the relevant training via E-Learning within an agreed timeframe and that refresher training is also completed as necessary.
5.5.3 Ensuring that staff are aware of the support available to them in relation to the provision of E-Learning.

5.5.4 Ensuring that staff are given adequate protected time to complete E-Learning.

5.5.5 Ensuring that a record of training completed is maintained for staff within their area of responsibility.

5.6 **Staff** must:

5.6.1 Comply with the policy and related procedure

5.6.2 Ensure that they complete all relevant E-Learning within the required time-frame.

5.6.3 Advise Managers of any difficulties they are having completing E-Learning.

5.6.4 Advise their Manager when they have completed the relevant modules.

5.6.5 Keep a record of all training completed.

6.0 **MONITORING AND REVIEW**

6.1 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.

6.2 This document will be reviewed by the Director of Human Resources and Organisational Development 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.

7.0 **SUPPORT AND FURTHER ADVICE**

7.1 Further information and advice with regard to the implementation of E-Learning is available from the Education, Learning & Development Department, and the Information Technology Department.

7.2 This policy and procedure should also be read in conjunction with other relevant Trust policies and procedures, for example:

- Learning & Development Strategy
- IT Security Policy
- Guidance for IT Security
- Internet Policy
- Corporate Mandatory Training Policy
- KSF Guidelines
8.0 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.

9.0 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.

10.0 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.
11.0 INTRODUCTION

11.1 This procedure aims to set out a series of actions that need to be taken in order that the Trust has an environment that can assess the appropriate use of E-Learning, consider capacity issues, resources and create equitable access for all.

12.0 WHAT IS E-LEARNING?

12.1 E-Learning is learning or training which is undertaken using electronically based approaches and includes, CD ROMS, DVD’s and computer based learning packages. It can simulate tasks and work environments, give access to knowledge which can be rapidly updated through web based technology and learning which can be undertaken on line through virtual classroom networks.

12.2 E-Learning largely occurs in the context of blended learning, that is, through the integration of E-Learning with traditional media and methods according to course content, level and staff.

12.3 While the Learning & Development Strategy lays the foundation for the embedding of E-Learning, this document seeks to make more explicit the necessary developments required to embed E-Learning. Each section below considers what each of us need to do to ensure that the full potential of E-Learning is realised.

12.4 Within the Southern Trust there are a number of E-Learning packages in existence. Some of these include, Corporate Mandatory Training such as Fire, Moving & Handling and Safeguarding etc. This system is maintained by ELD and IT and staff can access it while in work, or remotely, for example from home.

13.0 PROTECTED TIME

13.1 The Trust has agreed that there will be set protected times for various relevant E-Learning modules. The times have been determined on the average time it takes a member of staff to complete the module. There may be occasions when staff complete the module in a shorter or longer timeframe, however managers should allocate the protected time as agreed. To access a list of current agreed times please check on the intranet under the training section.

13.2 It is the responsibility of managers to liaise with their staff to ensure that training is completed in a way that suits both the needs of the service, and the member of staff. Therefore managers must decide how they wish to facilitate staff completing their E-Learning training. In considering how best to facilitate E-Learning managers may find the following questions useful to ask themselves.
13.2.1 When considering offering staff protected time in the workplace to complete E-Learning:

- Do staff have access to a computer to complete their E-Learning in the workplace.
- Do staff have the necessary computer skills or will help be available onsite.
- Does the service lend itself to staff completing training on site.
- Will the manager be able to offer the staff member protected time while in work with the minimum amount of interruptions.

If you have answered ‘yes’ to most of these questions, then this method of training may be most suitable.

13.2.2 When considering offering staff access to a computer suite to complete E-Learning:

- Do staff have limited IT knowledge and could they benefit from assistance in navigating through an E-Learning module. Managers may find that this method is useful when completing initial E-Learning modules. As staff become more competent they may wish to complete training in another way.
- Is it difficult to offer staff protected time in the workplace free from distractions.

If you have answered ‘yes’ to most of these questions, then this method of training may be most suitable.

13.2.3 When considering offering staff the opportunity to complete E-Learning outside of the Trust e.g. at home.

- Do staff have access to a computer at home
- Do staff have the necessary IT skills to complete their E-Learning independently.
- Would staff struggle to be given time in work to complete training
- Will I be able to offer the agreed protected time to staff as annual leave/flexi time

If you have answered ‘yes’ to most of these questions, then this method of training may be most suitable.

14.0 OTHER CONSIDERATIONS

With all of the above options, Managers may wish to use more than one option depending on the needs of the service and the staff member’s needs.

Whichever method of accessing E-Learning managers and staff choose it is important to remember that time needs to be provided to get the most out of the E-Learning experience.

In all modules staff will be directed to subject experts if they require further information.

E-Learning as a method of development must be linked to PDP’s (Personal Development Plans) that support staff KSF (Knowledge and Skills Framework) outlines.
15.0 E-LEARNING PROTECTED TIME ARRANGEMENTS

It is recognised that for staff to get the most from their E-Learning experience they must be allowed time to complete training in the same way that time would be allocated to attend face to face training. The duration of time it takes staff to complete each of the E-Learning modules will vary based on their computer literacy, length of the module, experience of having previously completed E-Learning etc.

*It is expected that Managers will allow staff sufficient time in the workplace to complete their E-Learning with the minimum of interruption.*

Where this is not possible they may wish for them to attend an E-Learning Facilitated Session or alternatively complete their learning at home.

*Protected times apply in instances where training is completed in the workplace with minimum disruptions or outside of the workplace, for example at home, and outside of normal working hours.*

The Manager should then ensure that the appropriate amount of Time in Lieu is reimbursed to the member of staff.

There will be instances where it takes staff less or more time than allocated, however in terms of the protected time offered to staff, the agreed protected times should be applied as listed on the Trust Intranet under the Training Button.

Training guides are available on the Trust Intranet through the ‘Training Button’. These provide more detailed information on who should complete each of the E-Learning modules.