* ***How can I find out what training I need to do?***



* + The Academy Intranet site has a section called ‘Training’ and in here you can find details of each course. In addition, there is a Mandatory Training policy in the policy section, which includes a summary of requirements.
* ***What does ‘mandatory’ mean and what happens if I don’t do it?***
  + Training can be classed as either ‘role specific’ (such as medical terminology, Advanced Life Support etc.) which is training that is required for your particular job, or ‘mandatory’ which means all or most staff MUST undertake the training.
  + Failure to do the training means that you are in breach of your terms of employment, as we are all contracted to follow Trust policies. Ultimately, the Trust disciplinary procedures may be implemented - the point of mandatory training is not to ‘tick the right boxes’, but to keep patients and staff safe and all staff must engage with this principle and do the training.
* ***Who decides what training is mandatory?***
  + Some topics (such as Fire, Infection Prevention & Control, Child Protection) are included because of legislation. Others are required by governing bodies such as Standards for Better Health, the Care Quality Commission and the NHS Litigation Authority.
  + The frequency of the training is determined either by legislation or by the specialist lead in the Trust, based on risk assessments.
* ***How do I complete the training?***
  + Most elements can be completed electronically using our Training Tracker software, or if you prefer, you can complete a paper-version workbook.
* ***Why can’t all Mandatory Training be done on-line?***
  + Some legislation prevents this (for example the Fire Code requires a face to face element). Other topics are of a practical nature (e.g. manual handling equipment) and so have to be face to face.
  + The dates for these elements are on the Academy Intranet Mandatory Training pages.
* ***Training Tracker says I have done all of my modules - why does ESR say I haven’t?***
  + Training Tracker is the name of the software we use to produce the modules on-line. We then manually transfer data from Training Tracker to your Electronic Staff Record ( where we also load in any face to face training or workbooks you have completed). Training Tracker only shows when you last completed a module, not whether it is in date. Therefore, ESR is your training record NOT Training Tracker.
* ***What should I do if I am being told to do training that has nothing to do with my job?***
  + The ESR system will not allow us to be very specific with Mandatory Training requirements. We have to tell it that either a whole profession (e.g. nursing staff) or a whole department (such as ED) has to do the module.
  + This means that some staff get ‘caught up’ in a group to do training that isn’t relevant to your role. For example, medical staff have to do Adult Basic Life Support (ABLS), but there are medical staff in Pathology who never work with patients and therefore do not need this skill.
  + In these situations, staff can apply to ‘opt out’ of the training by completing the Opt Out form on the Academy Intranet pages.
* ***I am an administrator - do I need to apply to ‘opt out’ of all the clinical courses?***
  + No. You should only apply to opt out of training if you are being asked to do the training.
* ***I have no patient contact - why do I have to do child protection and vulnerable adults training?***



* + Because of the need to protect children and vulnerable adults, the Trust has decided that ALL staff must do the awareness training every year. We must all be clear about what to do if we have concerns about someone no matter what our role is.
* ***What’s the point of doing the same training every year? I already know the information.***
  + Good! The Mandatory Training updates are just that - updates. We know that most staff have the required knowledge (most is covered at Trust Induction too). For this reason, the modules are brief. However, the training is continually reviewed to reflect changes in law, policy and accepted good practice.
  + There is a short assessment at the end of the on-line modules and in the workbooks - if you know the information already, skip straight to the end and do the test. You will then have demonstrated that your knowledge is up to date.
* ***I am a manager of a busy clinical department. Can I tell staff to do Mandatory Training in their own time?***
  + No. Staff MUST be given time to complete all MT within their normal working hours. However, many staff are willing to be flexible and may agree to do the training at home in return for extra hours payments or time off in lieu.
* ***What are the implications of non-compliance for medical staff?***
  + Medical staff cannot be signed off as having satisfactorily completed the appraisal process if they have outstanding Mandatory Training requirements.
  + Medical staff cannot apply for CEAS until they have had a satisfactory appraisal in the last year.
  + Revalidation will require 5 satisfactorily completed appraisals in the 5 year period.
* ***Why does my record say I am non compliant when I know I have done the training?***
  + Academy staff investigate every reported inaccuracy of ESR data. The possible reasons for the discrepancy are:
    - You attended a face to face session (e.g. Fire) but didn’t sign the register.
    - The session was delivered in your department and a register was not taken or was not sent to the Academy.
    - You did a Training Tracker module but did not complete the test.
    - The training has expired so you need to do it again.
    - The data was accidentally omitted when updating ESR.
    - You did the training while employed somewhere else.
  + When a discrepancy is detected, please inform the Academy and we will update your record.
* ***Can I access my own Electronic Staff Record so I can check for myself what is outstanding?***
  + Not at present. However, the Trust is working towards implementing the ‘Self Serve’ feature of ESR and then it will be possible to do this.
* ***How can I find out what training I still need to do?***
  + We run the Mandatory Training ESR report at the beginning of each month and send it to department heads. The information should then be passed down to managers and individual staff but if this doesn’t happen then please contact your department head/ward manager.
  + Medical staff reports are sent to the Associate Medical Directors for dissemination.
* ***Do the executive team have to do the training?***
  + Yes - and they are among the most compliant!