# Mandatory Training Policy

<table>
<thead>
<tr>
<th>Reference Number:</th>
<th>148</th>
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</table>
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|                     | Director of People |
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## Related Policies and Guidelines
- Induction Policy
- Appraisal Policy
- Study Leave Policy
- Honorary Contract Policy
- Study/Professional Policy for Consultants, Associate Specialists and Staff Grade Doctors
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Core Skills Framework: http://www.skillsforhealth.org.uk/services/item/146-core-skills-training-framework

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Amendment History

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<tr>
<th>Issue</th>
<th>Status</th>
<th>Date</th>
<th>Reason for Change</th>
<th>Authorised</th>
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<tbody>
<tr>
<td>3.2</td>
<td>Approved</td>
<td>17 March 2010</td>
<td>Planned review</td>
<td>Trust Consultative and Negotiating Committee Policy Sub-Group</td>
</tr>
<tr>
<td>4</td>
<td>Approved</td>
<td>30 January 2013</td>
<td>Planned Review</td>
<td>Lynn Vaughan Director of HR</td>
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1. **Policy Summary**

The policy applies to all staff employed by the Trust. This includes permanent staff, temporary staff to include bank, fixed term or longer term honorary contracts over 3 months and regular volunteer staff. Temporary staff employed via agencies and contractors must have their mandatory training needs met via their employer before starting work with the Trust.

The policy identifies the duties and responsibilities for ensuring that staff understand and comply with the mandatory training requirements for their role. These are identified on STAR (Staff Training Analysis Report) which is accessible via the intranet. Mandatory training requirements for staff are determined by the subject specific training needs analysis. Agreement of this is part of the mandatory training ratification process.

The policy identifies the monitoring and reporting arrangements for mandatory training.

2. **Policy Statements**

The Royal United Hospitals Bath NHS Foundation Trust aims to provide the highest quality care to all patients using its services. In order to minimise risk to both patients and staff:

- All staff are required to be compliant with mandatory training for their role to support the delivery of safe effective services in their area of work.

- The Trust is committed to ensuring that adequate provision is made for mandatory training and for staff to be released to attend such training.

3. **Definition of Terms Used**

The table below identifies the terms used to describe mandatory training.

<table>
<thead>
<tr>
<th>Training type</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Statutory (S)</td>
<td>You are required by law to have this skill/knowledge</td>
</tr>
<tr>
<td>Mandatory (M)</td>
<td>The RUH deems it to be mandatory which has been agreed by the relevant group or</td>
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### Table:

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<tr>
<td>Approved</td>
<td>May 2015</td>
<td>Review to reflect process change</td>
</tr>
<tr>
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<td>Oct 2015</td>
<td>Review to reflect process change</td>
</tr>
<tr>
<td>Approved</td>
<td>Oct 2018</td>
<td>Planned review</td>
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Claire Buchanan
Director of HR

Approved May 2015
Review to reflect process change

Claire Buchana
Director of HR

Approved Oct 2015
Review to reflect process change

Claire Buchana
Director of HR

Approved Oct 2018
Planned review

TCNC Policy Sub-Group
STAR (Staff Training Analysis Report) is the tool used in the Trust to report on training compliance. STAR is available on the Intranet for all staff and is the mechanism for individuals to view training completion recorded against their mandatory training requirements. Information can be viewed at a personal, managerial and subject* level.

My Training Record allows staff to see whether their mandatory training has been completed and when it needs to be renewed. This report helps staff keep track of mandatory training and is used to support the appraisal/medical revalidation discussion and personal development planning.

The Manager View allows managers to see which members of their team are in date with their mandatory training and to plan when team members need to complete refresher training.

The Subject Compliance View analyses compliance levels by division and department for single subjects or groups of subjects. This enables Subject Matter Experts to identify where training needs to be targeted and provides reports to present to assurance and governance committees.

*This view is restricted to identified members of staff (usually the lead for this subject).

Moving from one organisation to another:

The Skills for Health Core Skill Training Framework (CSTF) sets nationally recognised standards for mandatory training subjects which ensure that aligned organisations are working to the same learning objectives. The RUH has aligned to the CSTF where possible for mandatory training subjects and recognises training that staff have received in other aligned organisations, thereby reducing the unnecessary duplication of training. The transfer of relevant training from other organisations is managed via the recruitment process, using the Inter-Authority Transfer (IAT) functionality within ESR.

Click: Link to RUH mandatory training pages (passporting) for process and form
4. Duties and Responsibilities

4.1 All staff
It is the responsibility of all staff, whether employed whole or part-time to:

- Give priority to mandatory training and ensure all mandatory training for your role is up to date. This is identified on your STAR record.
- Identify when updating is required and agree a date/time for this with your manager.
- When attending classroom based training sign the attendance record ensuring your name is correct and legible so that records can be recorded in the Learning Management System.
- If you are unable to attend booked training you must inform your line manager and the provider of the training.
- Complete the mandatory training evaluation in order to influence future training provision.
- Apply the learning to your area of work/role.

4.2 Line Manager
It is the responsibility of all line managers to:

- Ensure all their staff are aware of the need to comply with mandatory training according to role requirements.
- Provide protected time for staff to complete mandatory training. This will generally be time to do eLearning.
- Monitor mandatory training compliance for all of their staff using STAR.
- Monitor Compliance, contacting individuals that have failed to complete mandatory training when they have arranged protected time to do so.
- Ensure compliance with mandatory training is checked during the annual staff appraisal.
- Ensure staff are up to date with the relevant mandatory training for their role prior to attending any other training, as outlined in the Study Leave Policy.

4.3 Subject Matter Expert (SME)
It is the responsibility of the Subject Matter Expert (SME) to:

- Maintain their expertise in their subject area.
- Provide a method of training for their subject, ensuring this will provide learners with the knowledge and skills relevant to the subject e.g. face to face, e-learning, training manuals etc.
- Continually improve training; ensuring it is evidence based and compliant with Trust policy.
- Ensure relevant training is aligned to the UK Core Skills Training Framework (CSTF)
- Work with the Learning Technologist to develop and refresh eLearning in a timely manner where appropriate. Please note: support from the Learning
Technologist to develop and maintain e-learning is limited and priority given to statutory and mandatory subjects.

- Utilise STAR and other available reports to monitor compliance and raise risks to the relevant governance committee.
- Ensure evidence of training is completed.
- Ensure participants complete an evaluation of the chosen method of learning.
- Ensure appropriate information is recorded on the Learning Management System to enable accurate reporting.
- Contribute to the review and development of mandatory training as required.
- Any registers where recording is completed centrally need to be sent directly to Education Centre.

4.4 The Learning and Development Department

The Learning and Development department has a responsibility to ensure that:

- Information about mandatory training requirements is kept up to date and is communicated via STAR on the Trust’s intranet pages.
- Changes to mandatory training requirements (agreed by the Mandatory Training Ratification Panel) are communicated to staff.
- Options for accessing mandatory training are communicated to staff.
- A clear process is in place for staff to book mandatory training and cancel where necessary.
- Accurate records are kept of all mandatory training undertaken where attendance records have been given to the L&D team.
- Clear reporting processes are maintained to enable monitoring of compliance with mandatory training.
- STAR is regularly updated, enabling individuals and managers to identify non-compliance.
- Performance reports on mandatory training compliance are made available to the relevant Trust governance committees.
- Risks are raised to Strategic Workforce Committee on any subject area where compliance is deemed to be too low.
- Outcomes of Mandatory Training Review Panel decisions are communicated to Subject Matter Experts.

4.5 Mandatory Training Review Panel (MTR)

The MTR panel, which runs virtually, is chaired by the Director of People and includes Director of Nursing and Midwifery, Associate Director of Learning and Development, Head of Learning and Development and senior manager representation from all divisions. Flowchart for identifying and agreeing Organisational Learning Needs is outlined in Appendix 1.

The MTR panel has a duty to:

- Review Mandatory Training Ratification forms submitted for any new mandatory training under development or changes which require approval. e.g.
A significant change to training delivery, TNA or recording arrangements where additional resource may be required to support such change.

- Change within agreed groups of staff requiring training will not go to MTR, these are frequent, responding to manager’s requests and ESR work structure changes. L&D will inform the panel when whole groups of staff have changed due to original drivers changing

- Ratify MTR forms, or ask for further information to be provided by the SME if the rationale or training needs analysis is not specified, or explain why the request has been declined.

### 4.6 Strategic Workforce Committee (SWC)

The SWC has a duty to:

- Monitor compliance reports provided by the Learning & Development department.
- Respond to risks raised by the Learning & Development department. Review action taken against the implementation plan for new mandatory training, eg. SME to provide feedback on progress and evaluation after a specified period for all new mandatory training.

### 5. Recording, reporting and monitoring mandatory training

All mandatory training (classroom and eLearning) is recorded on the Trust’s Learning Management System.

Staff attending mandatory training classroom events must sign the attendance record in order that their attendance can be recorded accurately by the Learning Management System administration team, following receipt of the attendance record sheet.

STAR, available on the intranet, is the mechanism for individual staff and managers to view their training compliance.

- My Training Record allows staff to see their mandatory training requirements and identify when training needs to be updated.
- The Manager View allows managers to see which members of their team are in date with their mandatory training and to plan when team members need to complete refresher training.

Subject compliance is reported from STAR reports and shows the percentage of relevant staff who are compliant with training in each mandatory subject. This data can be broken down to a divisional, departmental or individual level in order for local reporting and performance monitoring to be carried out. A suite of reports is available to HR business partners to enable divisions to monitor compliance.
Monthly training compliance reports are provided by Learning & Development to Management Board and Strategic Workforce Committee for monitoring.

5.1 **Introducing new mandatory training**

All new mandatory training will be introduced following Trust procedure to ensure a coordinated and streamlined approach. This approach is outlined in Appendix 1, Flowchart for Identifying & Agreeing Organisational Learning Needs.

A Mandatory Training Ratification (MTR) form is required for any new mandatory training initiative. This is available by contacting the Learning and Development Department on ext 5502 and on the intranet alongside the Mandatory Training policy.

Please contact the Training Compliance Manager in the Learning and Development department for further help with this process.

6. **Monitoring Compliance**

Central records of training are kept by the Learning and Development Department for all mandatory training. Records are kept on the Trust’s database – ESR.

7. **Review**

This policy will be subject to a planned review every three years as part of the Trust’s Policy Review Process. It is recognised however that there may be updates required in the interim arising from amendments or release of new regulations, codes of practice or statutory provisions or guidance from the Department of Health or professional bodies. These updates will be made as soon as practicable to reflect and inform the Trust’s revised policy and practice.

8. **Training**

The aim of this policy is to provide guidance in relation to Mandatory training requirements.

9. **References**

Core Skills Framework: [http://www.skillsforhealth.org.uk/services/item/146-core-skills-training-framework](http://www.skillsforhealth.org.uk/services/item/146-core-skills-training-framework)
Appendix 1: Process for Identifying & Agreeing Mandatory Learning Needs

New service, directive, policy, legislation, or incident indicates potential learning need or change to existing eg refresher period or major change to staff requiring training

Relevant committee and SME identified

SME to complete MTR form (with support from TCM) to determine the need for learning, delivery mechanism, who requires training (TNA), recording/monitoring/reporting requirements and communication plan etc. Or to update an existing form provided by TCM

SME to present to relevant committee/group for approval

TCM to present MTR form to MTR panel for ratification via virtual process

MTR form ratified?

Yes

If agreed that learning will be recorded in ESR, SME to complete ESR paperwork (with support from TCM)

Process for reporting agreed by TCM, where appropriate

Learning added to STAR and communicated on intranet by TCM

Delivery of training/eLearning development starts

No

MTR panel to make recommendations

TNA – Training Needs Analysis
SME – Subject Matter Expert
TCM – Training Compliance Manager
MTR Panel – Mandatory Training Review Panel
MTR Form – Mandatory Training Ratification Form
ESR – Electronic Staff Record

All documentation is located in Education Centre/Shared Folders/08Mandatory Training