Essex Partnership University
NHS Foundation Trust

INDUCTION, MANDATORY AND ESSENTIAL TRAINING PROCEDURE

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AUTHOR:	Workforce Development Lead
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PROCEDURE SUMMARY
The procedure sets out the responsibilities for the delivery, completion and monitoring of corporate induction, local induction, mandatory and essential training. It covers timescales, notifications. It Also identifies the actions and implications for non-attendance and non-compliance. The appendices cover the required components. This policy, procedure and associated appendices apply to all staff, including Bank and Agency workers.
The Trust monitors the implementation of and compliance with this procedure in the following ways;
Through monthly monitoring of compliance figures and regular internal audits.

Services	Applicable	Comments
Trustwide	✓	

The Director responsible for monitoring and reviewing this procedure is Executive Director Mental Health and Deputy CEO

ESSEX PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

Induction, Mandatory & Essential Training Procedural Guideline

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ESSEX PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

PROCEDURAL GUIDELINE TITLE

Assurance Statement

The purpose of these Procedural Guidelines is to ensure the Trust's workforce receive the required mandatory and essential training components as set out and agreed by the Trust. They reinforce the values of the Trust in order to deliver our Core Principles in line with the Corporate / Clinical Governance agenda. These Procedural Guidelines cover corporate induction for new starters and local workplace induction. They provide a systematic approach to the structure and monitoring of Induction, Mandatory and Essential Training

1.0 INTRODUCTION

1.1 The Trust's workforce has varying roles and responsibilities which comprise the service. As such training needs are many and varied.

1.2 The Workforce Development and Training Department have undertaken a training needs analysis on behalf of the Trust to ensure that the Mandatory and Essential Training provided by the Trust is appropriate for the different roles and responsibilities of staff. The Mandatory/Essential Training Matrix (Please see Appendix 1a and 1b.) is set by staff role, however, individual risk assessments can be used to determine the necessary training requirements for a specific staff member, but these must be agreed by the service director.

1.3 The training needs analysis takes into account appropriate national guidelines and legislation. The analysis will be reviewed annually and the matrix Appendix 1a and 1b updated accordingly. Action plans will be developed should the analysis find that training is required that is not currently provided by the Trust.

1.4 It is essential that staff undertake all the appropriate Mandatory Training (this includes all components of the Induction Processes), as identified in the training needs analysis, to ensure that the Trust's workforce are appropriately trained. Essential training also needs to be undertaken as set out in Appendix 1b.

1.5 Once the annual training needs analysis review has been undertaken, the Workforce Development and Training Department will produce an annual training prospectus which outlines all training being provided for the year as well as course details, dates and venues.

1.6 Staff cannot attend mandatory/essential training sessions directly after completing a night shift.

2.0 RESPONSIBILITIES

2.1 The Mandatory Training Administrators will pre-book all Mandatory and Essential Training for all new starters, and will also send out reminders for Mandatory/Essential Training updates. Substantively appointed medical staff will be treated the same as all other staff groups and are required to attend Corporate Induction within 2 weeks of commencing their employment. All doctors in training, doctors holding honorary contracts (including Foundation Doctors and GPVTS doctors) and NHS Locum appointments do not need to attend Corporate Induction but will attend a Medical Induction which is coordinated by Medical Education. Bank staff will attend a separate Corporate Induction.

2.2 Staff and managers are responsible for ensuring compliance timescales are adhered to, when training is requested.

2.3 It is the responsibility of the Mandatory Training Administrators to inform of any capacity issues that arise when booking staff on courses.

2.4 Human Resources will be responsible for notifying the Mandatory Training Administrators of all new starters. Human Resources and the Mandatory Training Administrators will work together to send pre-booked training dates to all new starters and a copy to their managers. All mandatory/essential training must be completed within the first 12 weeks of employment.

2.5 Corporate Induction will be completed within 6 weeks of the individual commencing employment.

2.6 The Mandatory Training Administrators will be responsible for providing the statistics relating to Mandatory/Essential Training by the 5th working day of each month.

2.6.1 Staff who do not complete a Mandatory/Essential course will receive notification from the Mandatory Training Administrators, informing them of their non-compliance with mandatory/essential training. Non-compliance will be recorded in the compliance statistics published on the Intranet. It is the Line Manager's responsibility to ensure training is re-booked. If an individual fails to attend on the second occasion, the Service Director will be notified and the team fined. Non-attendance, after the second occasion, at a training event where the staff member can provide no adequate explanation may be investigated under the Conduct and Capability Policy.

2.6.2 Action will be taken by Workforce Development and Training to inform relevant corporate departments about repeated DNAs.

2.6.3 Bank staff who are non-compliant with their mandatory/essential training will receive a written warning and notification of when training must be completed. Failure to meet this could lead to individuals being removed from the bank database.

2.6.4 Staff are responsible for notifying their manager and WDT of any specific learning needs that might affect their ability to complete any aspect of mandatory/essential training.

2.7 Line Managers will ensure that staff attend the appropriate Mandatory/Essential Training & update courses relevant to their area of work, as set out within this guidance and the training needs analysis (Appendix 1a and 1b).

2.8 Line Managers will monitor the Mandatory and Essential requirements of the staff working within their areas through supervision/ appraisal and the compliance lists

2.9 The individual is responsible for the completion of their identified Mandatory/Essential Training requirements and the subsequent updating of their skills in accordance with this guidance.

2.10 The individual is responsible for ensuring they sign any attendance register at face to face Mandatory/Essential Training sessions.

2.11 All Staff will also complete the local workplace induction in accordance with procedural guidelines.

2.12 The process of delivering and monitoring Corporate Induction, Mandatory and Essential Training will be coordinated by the Workforce Development and Training Department.

2.13 The Workforce Development and Training Department is responsible for the annual review of mandatory/essential training and the updating of the appendices. When amendments are made all staff will be notified.

2.14 All staff should complete a course evaluation form. This is to aid the evaluation of courses carried out by the Workforce Development & Training Department

2.15 The Workforce Development and Training Department is responsible for ensuring that all Mandatory/Essential training is provided by suitably qualified staff. This will include the validation of credentials of all trainers prior to engaging them to deliver mandatory/essential training.

2.16 All external providers of Mandatory/Essential training must be registered on the database held by Workforce Development and Training. The information required includes references and evidence of professional/technical credentials. No external trainer should be engaged before all information required is supplied and verified. Verification should include a check carried out by the Trust's Local Counter Fraud Specialist. The information required is shown in Appendix 5.

2.17 The effectiveness of the Policy and these Procedural Guidelines will be monitored by Workforce, Development and Training. Monitoring will include the production of a monthly training report including statistical information to circulate to the appropriate committees within the Trust. Regular audits will also be undertaken.

2.18 Workforce Development and Training will notify the manager when a staff member fails to achieve course competencies. Managers are responsible for creating an appropriate risk assessment for staff who are unable to complete any mandatory training requirements. Workforce Development and Training will support in the identification of ways to achieve competence, where appropriate. Outcomes will be notified to the manager who will then take appropriate actions.

2.19 Workforce Development and Training will make reasonable adjustments to the training where special needs have been identified and where this is possible.

3.0 LOCAL WORKPLACE INDUCTION

3.1 Local workplace induction is mandatory for all new members of staff, it is also required if a member of staff changes work base or is absent from the workplace for more than 6 months. In addition the local workplace induction should be completed if three or more months have elapsed since returning to the work base in the case of locum, bank and agency staff. The local work base induction must be completed regardless of the number of days the staff member will be employed within that post.

3.2 The local workplace induction checklist (Appendices 3 and 4) are tools for the manager and new starter to ensure that all relevant issues are covered. It should be used from or on the first day of work, to plan and manage workplace induction activities.

3.3 The appropriate checklist must be completed by the line manager or nominated deputy. Appendix 2 should be completed for permanent members of staff. Appendix 3 should be completed for bank, locum and agency staff. Medical staff complete their checklist.

3.4 On completion of a checklist it will be the responsibility of the line manager to return the checklist to the appropriate department, (as stated on the form. This record should be signed by both inductee and inductor.

3.4.1 Local Induction for permanent staff (Appendix 2) must be returned to the recruitment team and/or HR within three months of commencement of employment. The recruitment team are responsible for checking that local induction is completed and will keep a log of all checklists received.

3.4.2 The Recruitment team and/or HR will monitor completion of local induction for permanent staff (Appendix 2). If a local induction checklist (Appendix 2) is not returned within four months of commencement of employment, a follow up letter will be sent to the individual and their line manager.

3.4.3 Local Induction for temporary staff (Appendix 3) where applicable must be returned to the Bank office/HR with the individual's weekly timesheet (within one week of a shift taking place). The Bank Office (or HR where applicable) is responsible for checking that local induction is completed and will keep a log of all checklists received.

3.4.4 The Bank Office/HR will monitor the completion of local induction for temporary staff (Appendix 3). Should a local induction checklist (Appendix 3) not be returned within one month of commencement of employment a follow up letter will be sent to the individual and their line manager.

3.4.5 The Bank Office/HR will monitor the completion of local work base inductions (Appendix 3) for agency staff. These must be returned to the Bank Office (or HR if applicable) within one week of the individual's shift commencement. The Bank Office/HR are responsible for checking that local induction has been completed and maintaining a log of all check lists.

3.4.6 Local Induction for temporary medical staff (Appendix 3) is required to be completed within one week of their first shift and returned to medical staffing/HR. Medical staffing/HR have the responsibility for checking that local induction is completed and will keep a log of all checklists received.

4.0 TIMESCALES FOR INDUCTION, MANDATORY & ESSENTIAL TRAINING REQUIREMENTS

4.1 All new staff will attend the Trust Corporate Induction within 6 weeks of commencing employment with the organisation.

4.2 All components of Corporate Induction and mandatory/essential e-learning must be completed within six weeks, as specified in the Induction/ Mandatory and Essential Training Policy. All other appropriate Mandatory/Essential requirements for new staff must be completed within the first twelve weeks of employment. (see Appendix 1a and 1b).

4.3 Timescales for the completion of induction mandatory and essential training are set out in the relevant policy and procedure (HR21). Where new starters, subject to the probation period, fail to meet the required standard within the set time scale they may be deemed to have failed their probation period. Failure to successfully complete the probation period can result in termination of their contract. For advice on how to apply the probation policy please contact your assigned HR Advisor.

4.4 Assessment of competency checklists must be completed for all junior doctors within the first week of each new placement and returned to post graduate administrator within the medical directorate within one month of commencement and before they complete their first on-call (see section 4.5 of policy).

4.5 Failure to complete any aspect of Corporate Induction/Mandatory/Essential training within the specified timeframe will be followed up by notification to the individual and their manager. In the rare event failure to attend or failure to achieve competency levels of a course may not be due to an employee's capability but their unwillingness to undertake the requirement of their role. Action may be taken under the conduct and capability policy where they:

- Fail to attend without reasonable grounds
- Fail to attend without informing the line manager
- Fail to attend on 2 or more occasions. In such cases an investigation will be undertaken in accordance with the Conduct & Capability Policy and Procedure and disciplinary action may be taken against individuals with individuals at fault including managers.

4.6 In some circumstances the employee may not be able to pass the course. In these cases support may be offered, including:

- Extending the length of time to reach the desired pass mark.
- Providing additional support through mentoring or coaching
- Providing additional IT skills training

4.7 Non-attendance after the second occasion at a training event, where the staff member can provide no adequate explanation, may be investigated under the Conduct and Capability Policy. The outcome of such an investigation may result in a disciplinary sanction which could lead to dismissal. New staff who are subject to a probationary period of 6 months, and who fail to complete any aspect of the Corporate Induction, will be managed under the conditions of the Probationary Periods Policy and Procedure. The outcome of the assessment throughout the probationary period may be dismissal.

5.0 CORPORATE INDUCTION

5.1 Corporate Induction Training sessions will be provided each month.

5.2 All new starters will be sent a corporate induction pack via email prior to commencement of employment.

5.3 All new starters will attend corporate induction within 2 weeks of starting employment within the Trust.

5.4 All new starters will be informed and supported to enrol in their required E-learning training by a member of the Workforce Development & Training Team within the Corporate Induction Session or by the Medical Workforce & Education.

5.5 All new starters will be booked onto all their required classroom sessions prior to employment and will be emailed to the new starter as part of the corporate induction pack.

6.0 MANDATORY/ESSENTIAL TRAINING UPDATES

6.1 Mandatory/Essential Training update requirements for staff groups are set out in Appendix 1a and 1b

6.2 Applications for study leave other than Mandatory/Essential requirements will not be considered unless all Mandatory and Essential Training is up-to-date. In exceptional circumstances, consideration may be given.

6.3 When E-learning cannot be updated during working hours, it may be completed at home, and time taken in lieu, but with the manager's agreement, and in accordance with the Time Back Guidance.

7.0 MONITORING MANDATORY/ESSENTIAL TRAINING

7.1 It is the responsibility of the trainer to return all signed attendance sheets and evaluation forms, on completion of a course to Mandatory Training Administrators within 48 hours.

7.1.1 Records of training and Corporate Induction will be kept by the Mandatory Training Administrators. This will be in accordance with the Trust's Record Management Policy. Records of Doctors' assessment of competencies checklists will be maintained by the post graduate administrator within the Medical Directorate

7.1.2 Mandatory and essential training compliance figures will be included within the monthly Performance Report and will be presented to the Executive Team, and other relevant forums.

7.2 Workforce Development and Training will monitor capacity and compliance of all mandatory and essential training monthly. Action plans will be developed for the delivery of identified training where capacity/compliance is not being met.

7.3 Compliance statistics will be published on the intranet the Mandatory Training Administrators identifying which staff are up-to-date, when they are approaching update deadlines and those staff that are out of date.

7.4 A service manager will be able to check which training has been undertaken by a member of staff through:

- Reviewing the published compliance statistics on the Intranet.
- Reviewing through ESR
- Requesting the individual downloads their training transcript through ESR.

7.5 All courses will be evaluated for content annually to ensure that effective learning strategies are being implemented. This review will be implemented by the Workforce Development & Training Department and include representation from, Service Users and Carers.

7.6 The Workforce Development & Training Department will audit mandatory and essential training components to ensure that service specific issues are addressed.

7.7 For all mandatory and essential programs with a practical component, staff will be recorded as attended or completing the course. A status of completing indicates that a member of staff has demonstrated all the techniques involved. If a record of attendance only is recorded, a letter will be sent to the staff member's manager informing them of this, and the member of staff will be marked as non-compliant.

7.8 Within any 12 month period, services can be charged for second and subsequent DNA by any member of staff, the charge will be £100 for each occurrence and will be deducted from the service budget by the Finance Department.

8.0 MONITORING IMPLEMENTATION AND EFFECTIVENESS

8.1 Monitoring of implementation and effectiveness of this Policy will be undertaken by the Workforce, Development and Training Department.

8.2 Monthly training statistical reports will be produced for presentation to the appropriate committees. Compliance levels are set for mandatory courses as follows:

90% Safeguarding
90% TASI
90% Inpatient Fire Safety
85% All other Mandatory or Essential Training.

Teams who are below 85% for a three month period will be highlighted within the performance report for Directors to take appropriate action.

8.3 An audit of compliance with training and Corporate Induction Processes will be undertaken three yearly. The audit results will be presented to the appropriate committees. The audit will cover as a minimum:

- Responsibilities
- Process for ensuring all permanent staff are booked onto corporate induction
- Process for checking all staff complete mandatory training (including induction)
- Process for following up staff who fail to attend mandatory training (including induction)
- Process for checking all staff complete Local Induction (Permanent and Temporary)
- Process for follow up staff who fail to complete Local Induction (Permanent and Temporary)
- Process for developing training needs analysis and development of action plans
- Development of annual training prospectus

- Process for coordinating training records
- Process of recording DNA's and compliance.

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