

Livewell Southwest

## **Corporate Induction and Mandatory Training Policy**

Version No 2.1

Review: January 2017

### **Notice to staff using a paper copy of this guidance**

**The policies and procedures page of Healthnet holds the most recent and procedural version of this guidance. Staff must ensure they are using the most recent guidance.**

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**Asset Number: 515**

## Reader Information

<b>Title</b>	Corporate Induction and Mandatory Training Policy. V: 2.1
<b>Information Asset Register Number</b>	515
<b>Rights of Access</b>	Public
<b>Type of Formal Paper</b>	Policy
<b>Category</b>	Corporate
<b>Format</b>	Word/PDF
<b>Language</b>	English
<b>Subject</b>	Guidance for staff for Induction and Mandatory training
<b>Document Purpose and Description</b>	The policy outlines the process and gives guidance for Induction and Mandatory training.
<b>Author</b>	Learning & Development Manager
<b>Ratification Date and Group</b>	9/12/09. NHSLA policy group meeting
<b>Publication Date</b>	10 <sup>th</sup> June 2016
<b>Review Date and Frequency of Review</b>	10 <sup>th</sup> June 2017 2 years after publication, or earlier if there is a change in evidence.
<b>Disposal Date</b>	The Policy Ratification Group will retain an e-signed copy for the database in accordance with the Retention and Disposal Schedule; all previous copies will be destroyed.
<b>Job Title of Person Responsible for Review</b>	Learning & Development Manager
<b>Target Audience</b>	All Livewell Southwest staff, Volunteers, Honorary Contract Holders
<b>Circulation List</b>	Electronic: Plymouth Healthnet and LSW website  Written: Upon request to the Policy Ratification Secretary on ☐ 01752 435104.  Please note if this document is needed in other formats or languages please ask the document author to arrange this.
<b>Consultation Process</b>	This policy was produced in consultation with managers from: Governance and Human Resources Directorates.
<b>Equality Impact Assessment</b>	Yes

<b>References/Source</b>	<ul style="list-style-type: none"> <li>NHSLA Risk Management Standards – Policy for Policies Template</li> <li></li> </ul>
<b>Supersedes Document</b>	v.2
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### Document Review History

<b>Version No.</b>	<b>Type of Change</b>	<b>Date</b>	<b>Originator of Change</b>	<b>Description of Change</b>
0.1	New policy	November 2009	Learning & Development Manager	
1	Updated	NHSLA Meeting 9/12/09	Learning & Development Manager	
1.1	Updated	February 2011	Learning & Development Manager	
1.2	Updated	Sept 2012	Learning & Development Manager	Changes to Induction and Mandatory training. Update LOGO and references to NHS Plym
2.0	Update	May 2013	Learning & Development Manager	Changes to Induction and Mandatory training.
2.1	Extended	June 2016	Information Governance, Records, Policies & Data Protection Lead.	Formatted to LSW and Extended

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# Corporate Induction and Mandatory Training Policy

## 1 Introduction

- 1.1 To ensure that all Livewell Southwest (LSW) employees are trained and updated on all core Corporate Mandatory subjects from Induction, and during their following employment, managers have a key role in ensuring that all their staff are trained in the key competencies required for their staff to safely carry out the role they have been employed for.
- 1.2 Therefore the following document sets out the requirements and standards for all LSW employees as regards to Induction and Mandatory Training.
- 1.3 This policy will be used as evidence to support Governance standards such as NHSLA as well as Care Quality Commission audits.

## 2. Definitions

### 2.1 Corporate Induction Training

Training carried out by Professional Training & Development (PT&D) for all new employees.

### 2.2 Local Induction

Information Training and Guidance, given to all new staff (permanent or temporary) during the first day in the workplace. This is normally carried out by the line manager or a suitable representative.

### 2.3 Corporate Mandatory Training

Training required by governing bodies and as directed by the LSW Board, to be completed at regular intervals to ensure a staff member is able to maintain their core competencies.

### 2.4 Essential Training

Training required for the individual to enable them to safely carry out their main role that is in addition to the Corporate Mandatory subjects

### 2.5 Non Essential Training

Training that the individual may wish to attend but is not essential for them to complete for their main role.

### **3. Corporate Induction Training**

**3.1.1** During the recruitment process, the appointing/line manager will complete a form T1. This form helps to identify what training the new employee would require during their induction.

**3.1.2** Corporate Induction Training should be completed within the first week of the new starters employment or soon after. In times of stretch when a new starter is unable for any reason to attend the nearest Corporate Induction course, the Line Manager in consultation with their respective Employment Relations Manager and the Learning & Development Manager may allow the new starter to commence working prior to completing their Corporate Induction Training providing the appropriate supervision is put in place. However in all cases a local induction must be carried out on the first day in the workplace using the Induction Checklist (3.3).

**3.1.3** Corporate Induction Training is carried out over a maximum of 4 days dependent on the new starters role and will involve the following:

#### **Day 1**

Welcome by CEO – Employee Relations Brief – Risk Management – Fire Awareness – Manual Handling – Information Governance – Safeguarding Children – Safeguarding Adults – Clinical Record Keeping – Infection Control and Prevention – Customer care – Unions Brief.

#### **Day 2**

Conflict resolution – Basic Life Support – Anaphylaxis Training – Breakaway Skills

#### **Day 3**

Practical Patient Handling

#### **Day 4**

ePEX training (if required)

### **3.2 Monitoring of Attendance**

A local T1 form is completed for each new starter during the recruitment process where the relevant Induction Training is identified. On successful recruitment the new starter is placed on the Induction Training data sheet which is monitored by PT&D to ensure the correct level of training is identified for all new starters.

Attendance is monitored by the administration team at PT&D and the relevant recruitment advisor is informed of any new starter failing to attend.

### **3.3 Local Induction**

Local Induction must be completed prior to or soon after induction training has been completed. New starters are to complete a local induction with their line manager or nominated representative using the current version of the Induction Checklist. On completion of the Induction checklist a copy is to be held in the employees Managers file.

All temporary staff and Volunteers will also complete the local induction on the first day in the workplace.

## **4. Corporate Mandatory Training**

All employees must undertake Corporate Mandatory Training over the time scale appropriate to their role as part of their conditions of employment. Employees who currently work for other NHS or approved organisations may on production of the relevant certificates or evidence to PT&D, forgo elements of the Corporate mandatory Programme providing the training carried out with their other organisation is still current.

### **4.1 The following mandatory Training is provided for all employees.**

#### **Course NC1**

This is attended by all non clinical staff such as: Porters, Domestic, Maintenance workers, Catering staff, Clerical and Admin staff.

It is carried out every 12 months and will contain the following:  
Customer care – Fire Awareness – Infection Prevention and Control – Diversity – Safeguarding Children level 1 – Information Governance – Safeguarding Adults Update – Basic Life Support.

#### **Course NC5**

This is attended by staff in the above group (NC1) who may be working in Mental Health or Learning Disability In Patient areas, or other areas where there may be an increased risk of aggression

This NC5 course contains Conflict Resolution and Breakaway Training.

#### **Course C2**

This is attended by all Clinical staff such as: Nursing staff, Doctors, Allied Health Professionals, Community Nursing staff, All Mental Health and Learning Disabilities staff, CAMHS.

It is carried out every 12 months and will contain the following:  
Customer care – Fire Awareness – Infection Prevention and Control – Diversity  
– Safeguarding Children level 1 – Information Governance – Safeguarding  
Adults Update – Basic Life Support /AED/Anaphylaxis– Clinical Record Keeping.

On completion of course C2 staff will then be required to attend either C3 or C4 depending on there job role.

### **Course C3**

This is attended by all staff in the above group (C2) who may be required to carry out basic patient handling tasks such as assisting to stand, walk, sit.

It is carried out every 24 months and contains Basic Patient Handling – Conflict Resolution – Breakaway skills.

### **Course C4**

This is attended by all staff in the above group (C2) who may be required to carry out more Complex Patient Handling tasks such as Hoisting, Bed Manoeuvres, or who require the use of complex patient handling equipment

It is carried out every 24 months and contains Complex Patient Handling – Conflict Resolution – Breakaway skills.

### **Physical Interventions Training**

This training is carried out to staff who, work in In-Patient areas dealing with MH & LD. An initial 3 day course is to be completed followed up by a 2 day annual update

## **5. Booking on Courses**

Staff may book onto courses in any of the following ways:

- 5.1** Completion of a booking form which is to be sent to the Training Administrator at PT&D.
  - Corporate Mandatory Training Booking Form
  - Workshop Application Form
- 5.2** Telephone or Email to the Training Administrator at PT&D.
- 5.3** Managers may also book their staff onto courses via the Managers Self Service application on the Electronic Staff Record (ESR).
- 5.4** Course information and dates can be found by contacting the Training Administrator or from information in The News Letter. Flyers with information



and dates as well as application forms are produced by PT&D and are on view by the main reception at PT&D.

## **6. Confirmation of Booking and Joining Instructions**

- 6.1 Confirmation of the place on the course will be given during booking or by telephone on receipt of a booking form.
- 6.2 4 to 6 weeks prior to the start date of the course the Training Administrator will send joining instructions to the delegates via Email. If the delegate for some reason is unable to access email, the instructions will be sent to their manager.

## **7. Attendance on Training**

- 7.1 All staff attending training sessions are expected to arrive at the training venue at least 15 minutes prior to the start time of the course.
- 7.2 Staff arriving 15 minutes later (or at the discretion of the tutor) than the advertised start time of the course may be asked to re-book and attend at a later date. Late arrivals cause disruption and may result in the delegate not receiving all relevant information for that day.
- 7.3 All delegates should be prepared for the training to be undertaken in respect of pre course reading etc if required.
- 7.4 Staff who for any reason are unable to attend a training session are responsible to inform PT&D as soon as possible, of their intended non attendance.
- 7.5 Staff who do not arrive for training with out any notification to PT&D will be noted as Did Not Attend (DNA). Locality Managers are informed of any staff member who Does Not Attend, and a charge may be made to the Locality.
- 7.6 Delegates are expected to attend the complete training session booked. Any delegate wishing to leave before the completion of the session must inform the tutor prior to the start of the training. At the tutors discretion and depending on the nature of the training, delegates may be asked to complete the course at another time.
- 7.7 All delegates must carry with them (and produce if asked) their Trust Identification badge.

## **8. Managers Responsibility**

- 8.1 Managers are responsible to ensure that their staff attend training booked and that they record in the staff members personal file any training attended.
- 8.2 Managers are to ensure that correct rostering of staff occurs to ensure that the use of NHSP or Agency staff is minimised.

- 8.3** Managers are to ensure that a Personal Development Plan (PDP) is completed during annual appraisal and the form is sent to PT&D for recording purposes.
- 8.4** Managers are to ensure that staff attending practical courses are physically fit to participate in all activities during that course. In the event of disability/ ongoing medical conditions or recent injury, the manager should contact the course tutor at PT&D to confirm that the nature of the training will not or is unlikely to cause the staff member any further problems.
- 8.5** Managers must ensure that any information such as joining instructions sent to them for a member of their staff is passed on to that member of staff as soon as possible.

## **9. Delegates Responsibilities and Standards**

- 9.1** The team at Professional Training and Development are keen to ensure that delegates are able to get the best out of all development opportunities.
- 9.2** Delegates with any special needs are requested to make these known to the team in advance of the session. This is in order to ensure that appropriate adjustments and support can be put in place wherever possible.
- 9.3** The working rules for the Organisation state that employees are expected to respect their colleagues and managers and behave in a polite and civilised manner at all times. Delegates are therefore expected to be sensitive to the effect their behaviour may have on others during a training session. Delegates who disrupt or dominate a session may be asked to leave. Any behaviour which the tutor considers inappropriate will be reported to the line manager.
- 9.4** Delegates clothing and footwear will be clean, safe and appropriate for the training topic. Delegates arriving inappropriately attired may be asked to leave the session. While some delegates may choose a more casual dress code for a study day, this does not mean that standards of behaviour should be any different to the normal work role.
- 9.5** Delegates attending practical training courses such as Patient Handling/Breakaway/Physical Interventions/ Basic Life Support, must ensure that the correct standard of clothing is worn for this type of course, the following would be a minimum standard to ensure the Hygiene and Safety of all course members and tutors:
- Closed toed shoes
  - Soft soled non marking shoes such as trainers for PI courses
  - Loose fitting clothing enabling adequate movement during practical training
  - No Acrylic nails and nails kept short
  - If you wear uniform at work you are expected to wear it during training.

- 9.6** Delegates are expected to arrive at least 15 minutes prior to the published start time of the course, to return promptly after breaks, and to stay until completion of the session. Delegates arriving late may be advised to return to work and attend a future session. Delegates leaving early may be advised to attend another session or complete some written work before a certificate and record of attendance can be awarded.
- 9.7** Delegates are to ensure that they have received joining instructions prior to attendance to ensure start times etc have not changed. If no instructions have been received within 2 weeks of the expected start date the delegate should contact the Training Administrator at PT&D to confirm course start times.
- 9.8** Delegates are expected to ensure that the training is appropriate to their personal development plan by reading the course information carefully and discussing with their manager in advance. If it transpires that a session was not appropriate, then the tutor may discuss this with the relevant managers.
- 9.9** Delegates are expected to complete any relevant pre-course work or reading before attending. For some courses there may be follow up work or assessments to be completed before certificates are issued.
- 9.10** Delegates are expected to take an active part in the whole course. Delegates who fail to participate fully without good reason may be asked to leave.
- 9.11** Delegates are asked to discuss any problems with session content or style with the tutor at the first opportunity e.g. break time. It is not acceptable for individuals to disrupt a session for other delegates.
- 9.12** Delegates are asked to report any problems with the learning environment to the tutor or site manager at the time they arise.
- 9.13** Delegates are expected to comply with all relevant LSW Policies and Procedures including no smoking on any premises. Bullying or harassment of staff or other delegates at PT&D will not be tolerated.
- 9.14** Delegates who for any reasons are unable to attend a planned course, must inform PT&D at the earliest opportunity that they can not attend. Failure to do so could result in a charge being made to their Directorate.

## **10. Tutor Standards**

- Tutors are expected to comply with all LSW Policies and Procedures.
- Tutors will demonstrate respect for delegates, especially when dealing with sensitive topics or giving feedback.
- Delegate standards have been developed to assist tutors in dealing with the small minority of delegates whose behaviour is disruptive to others. If you need to ask a delegate to leave, please liaise with the relevant manager at PTD, and agree who is best placed to contact the delegate's manager.

- Tutors are expected to dress in a manner which is safe and appropriate for the training to be provided, and to comply with the Trust Dress and Uniform policy.
- Tutors are expected to respect individual and group confidentiality in accordance with national and local policies e.g. Data Protection Act.
- Tutors are asked to liaise with the Training Administration Team regarding room bookings and equipment requirements.
- Tutors are to ensure delegate have an opportunity to complete an evaluation form after each course and if requested to copy them to the Learning & Development Manager.

### **10.1 Qualifications, experience and skills**

- Tutors are expected to be competent to teach their chosen subject(s). This will require in date qualifications, training and/or experience relevant to their training delivery. This can be evidenced in the form of a short resume.
- Tutors are expected to update their knowledge and skills via the appraisal and PDP processes (or relevant professional CPD for tutors not employed by the LSW).

### **10.2 Time Keeping**

- Tutors are asked to arrive in time to set up their training room(s) for the event and familiarise themselves with the building, in particular the emergency exits.
- Tutors should aim to finish no later than the time stated in order not to disrupt delegates transport and childcare arrangements.

### **10.3 Training Rooms**

- Tutors are asked to leave the room(s) in good order.
- Tutors are asked to report any problems or defects to reception.
- If any I.T. equipment needs moving, Tutors should ask for assistance from a member of the Training Administration Team.

### **10.4 Training Materials**

In general, Tutors are responsible for all handouts, course materials etc, unless separate arrangements have been agreed with the Training Administration team.

## 10.5 Delivery of Training – recommended format

Start with	Tutor and delegate introductions Fire Safety and domestic brief. Course objectives and outline
Lesson planning	Work with documented course content
Teaching methods	Choose learning activities to suit the topic and individual learning styles
End with	Review of objectives Collect course evaluations Issue course certificates (if applicable).

Support and advice on different methods of training delivery is available from tutors based at PTD.

## 10.6 Equality and Diversity

Tutors will encourage delegates to value diversity and respect individual differences. Where delegates have made any special needs known in advance of a session, tutors will make appropriate adjustments if practical.

## 10.7 Outdoor training (including use of fire training areas)

- Prior to any outdoor training, a risk assessment must take place.
- Venue insurance arrangements must be checked.
- A safety instructor must be used and his/her insurance and qualifications must be checked. The safety instructor will risk assess individual delegates where necessary.

## 11 Monitoring Compliance and Effectiveness in line with Governance standards and Corporate requirements.

Compliance and effectiveness will be monitored at trust and directorate level by the following means:

- Audit of training needs through collation and monitoring of Personal Development Plans.
- Audit of feedback from course delegates via course evaluation forms.

- Regular Teaching Observations carried out by Learning & Development Manager to ensure tutors comply with all required standards
- Monthly Reports are produced by the Business Intelligence Team on full compliance of Mandatory Training by subject and by staff name to monitor who has and has not attended. These are sent monthly to heads of departments and Locality Managers
- DNA and cancellations are recorded and also sent monthly to relevant Locality Managers.
- Scorecards produced for all budget holders/managers are produced monthly outlining compliance on the key performance indicators – of which Mandatory is included. Areas for concern are reported via Governance and Directorate leads.
- Mandatory Training is reviewed annual – both on content and delivery methods. Or more frequently if advised by the Department of Health on changes.

All policies are required to be signed by the Lead Director or Assistant Director. (The policy will not be accepted onto Healthnet until signature is received.)

The proof of signature for all policies is stored in the office with the Freedom of Information Officer.

**All policies are required to be electronically signed by the Lead Director**  
(the policy will not be accepted onto Healthnet until the e-signature is received).

**The proof of signature for all policies is stored in the policies database.**

**The Lead Director approves this document and any attached appendices.**

Signed:

Title:

Date: