OP41
Induction and Mandatory Training Policy

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Appendices

1.0 Policy Statement

1.1 The Trust is committed to the provision of a comprehensive induction programme and subsequent mandatory refresher training that ensures all substantive staff, temporary workers and volunteers receive appropriate training in order to perform their job roles to the highest possible standards and in a safe and competent manner.

1.2 This policy will provide a systematic approach to the structure and monitoring of induction and mandatory training to ensure all staff, temporary workers and volunteers:

1.2.1 are aware of their roles and responsibilities around induction and mandatory training;

1.2.2 receive the necessary induction and mandatory training to operate in a safe and competent manner;

1.2.3 are made aware of their responsibilities in relation to induction and mandatory training.

1.3 In adhering to this Policy, all applicable aspects of the Conflicts of Interest Policy must be considered and addressed. In the case of any inconsistency, the Conflicts of Interest Policy is to be considered the primary and overriding Policy (OP109).

2.0 Definitions

2.1 **Trust eInduction Programme** –Trust Induction eLearning Package

2.2 **Learning Management System (LMS)** – The electronic system used to enter all staff, temporary workers and volunteers' induction and mandatory training completions.

2.3 **Local Induction** – A process through which all staff, temporary workers and volunteers are integrated into their new role at a local level.

2.4 **Manager** - Staff who manage people that are working at RWT.

2.5 **Mandatory Training** – The initial and on-going refresher training required by all staff, temporary workers and volunteers to ensure they have the necessary knowledge and skills as identified in the Training Needs Analysis (TNA) that will enable them to continue to perform their duties in a safe, effective and efficient manner.

2.6 **Temporary Workers Induction** - A process through which a temporary worker is integrated into the Trust, learning about its culture, strategy, key policies and procedures, including their mandatory training.

2.7 **Training Needs Analysis (TNA)** – A breakdown which contains details of the minimum mandatory training requirements (including frequency) of different staff groups. A TNA may also include details of who provides the training. Within this policy the term TNA will refer to the Trust's Statutory and Mandatory training TNA.

2.8 **Staff** – An individual who is employed by the Trust, under either a substantive, fixed term or honorary contract.

2.9 **Subject Matter Experts (SMEs)** – Mandatory training topic leads who are responsible for mandatory training topics through an appropriate Trust level committee.

2.10 **Temporary worker –** An individual engaged by the Trust through a bank, student placement, locum or agency booking.

2.11 **Volunteer** – An individual who chooses to freely commit their time and energy to support the work of the service, without receiving any financial benefit beyond reimbursement of expenses.

3.0 Accountabilities

3.1 Staff and Temporary Workers Responsibilities

3.1.1 New staff must complete the Trust e-Induction programme on commencement of their role

3.1.2 Temporary workers must complete the appropriate Temporary Staff Induction prior to starting in their role as outlined in Appendix 1.

3.1.3 All staff and temporary workers must ensure their mandatory training is kept up to date.

3.1.4 All staff and temporary workers must sign registers when attending face to face training.

3.1.5 All staff and temporary workers must ensure they book onto and attend any face-to-face mandatory training sessions; and if unable to attend, notify the trainer at the earliest opportunity.

3.1.6 All staff and temporary workers must ensure that prior to undertaking any non –mandatory training, that all mandatory training is completed as per the Trust's Study Leave Policy (HR50).

3.2 Students and Local Manager's Responsibilities

3.2.1 Students on placement are to be supervised at all times and the local manager must ensure the appropriate induction and mandatory training requirements are completed and compliance is maintained.

3.2.2 Students must ensure their mandatory training is kept up to date.

3.2.3 Students must sign registers when attending face to face training.

3.2.4 Students must ensure they book onto and attend any face-to-face mandatory training sessions; and if unable to attend, notify the trainer at the earliest opportunity.

3.2.5 The local manager must ensure where appropriate that students demonstrating habitual non-compliance with induction and or mandatory training requirements are escalated through the non-engagement process.

3.3 Volunteers, Volunteer Services Team and Volunteer Supervisors Responsibilities

3.3.1 Volunteers, Volunteer Services Team and Volunteer Supervisors must follow the Volunteer Induction and Training process as per the Volunteer Policy OP68.

3.4 Manager's Responsibilities

3.4.1 Managers must ensure all new staff and temporary workers complete the appropriate induction and mandatory training requirements on commencement of their role.

3.4.2 Managers must ensure staff and temporary workers complete local induction within the first month of employment and that the self-declaration on their LMS account has been completed.

3.4.3 Managers must ensure all staff and temporary workers complete all mandatory training topics specific for their role.

3.4.4 Managers must review the monthly mandatory training compliance reports and ensure staff and temporary workers complete any training requirements before the training expiry date.

3.4.5 Managers must ensure, where appropriate, that staff and temporary workers demonstrating habitual non-compliance with induction and or mandatory training requirements are escalated through the non-engagement process.

3.4.6 Managers must ensure the appropriate induction and mandatory training requirements are completed before approving any non-mandatory training requests.

3.5 Bank and Medical Staffing Manager's Responsibilities

3.5.1 The Trust's temporary staffing bank team and medical staffing teams are responsible for booking bank staff, locums and agency workers and must ensure the appropriate induction and mandatory training requirements are completed and compliance is maintained.

3.5.2 The Trust's temporary staffing bank team and medical staffing teams must ensure where appropriate that bank staff, locums and agency workers demonstrating habitual non-compliance with induction and or mandatory training requirements are escalated through the non-engagement process.

3.6 Education and Training Responsibilities

3.6.1 The Education Informatics Team must ensure that on receipt, all mandatory training completions are entered onto staff's LMS training profile.

3.6.2 The Education Informatics Team must ensure monthly induction and mandatory training compliance reports are made available to staff and managers.

3.6.3 The Education Informatics Team must support the process around escalation of habitual non-compliance with induction and mandatory training of any member of staff or temporary worker (by production and distribution of escalation reports to managers).

3.6.4 The Education Informatics Team will review the Trust induction programme on an annual basis.

3.6.5 The Education Informatics Team will commission an annual review for the start of every financial year of the mandatory training TNA, to be approved through a Confirm and Challenge with the Executive Team.

3.7 Subject Matter Expert (SME) Responsibilities

3.7.1 SMEs are accountable for the determination of roles requiring mandatory training, the level and frequency. These will be referred to as competencies.

3.7.2 SMEs must ensure that any face to face sessions scheduled are covered by a trainer.

3.7.3 SMEs must ensure the training material is delivered in line with the Trust's Values and Behavioural standards and reflects the diverse geographical settings of the various RWT sites.

3.7.4 For staff that are paid for by the Trust but work in other locations, SMEs must review whether the external/internal requirements allow for completion of the training off-site. If so, the training in the other organisation must be reviewed to ensure it is equivalent to, and appropriate for, Trust staff to attend/complete. SMEs must confirm decisions to allow externally completed modules to the Education Department, and ensure this information remains up to date.

3.7.5 For education packages to remain current, SMEs must update training materials (face-to-face and e-learning) on an annual basis, taking into account evaluation feedback, learner requirements such as those around learner support, learning from risks and incidents as well as national/local guidance changes.

3.7.6 SMEs must update their subject trainers, including link trainers, and conduct train the trainer sessions as required.

3.7.7 SMEs must ensure registers are legibly signed, completed and returned to the Education Informatics Team for entry onto the LMS.

3.7.8 SMEs must ensure any pre-course material is available for delegates in a timely manner.

3.7.9 SMEs of mandatory training topics must ensure they attend Corporate Education Steering Group (CESG) meetings or send appropriate representation.

3.7.10 SMEs are responsible for the compliance rates of their topic. Any topic falling below 85% compliance will require a remedial action plan to be presented at CESG for assurance.

3.7.11 SMEs must communicate to CESG when they make amendments to their training content or they change training requirements for a role(s).

3.8 Corporate Education Steering Group Responsibilities

3.8.1 To gain assurance from SMEs that their training content has been formally reviewed on an annual basis.

3.8.2 To communicate to SMEs if their review has become overdue and to inform them this will be escalated to ASG and entered onto Datix.

3.8.3 To escalate to ASG any mandatory training that has not had an annual review and to determine and action the next level of escalation to ensure it is completed in a timely manner. If the training is deemed unsafe, the removal of the training from the TNA may be considered until the review has taken place.

3.8.4 To ensure all non-reviewed mandatory training is entered onto Datix.

3.8.5 To provide relevant assurance or risk reports to the Academy Steering Group.

3.8.6 To review any applications for new mandatory training topics, and make subsequent recommendations to the Academy Steering Group.

3.8.7 To review this policy in line with the required renewal period.

3.9 Academy Steering Group Responsibilities

3.9.1 The Academy Steering Group is accountable for ensuring the provision of induction and mandatory training as outlined in this policy.

3.9.2 The Academy Steering Group is responsible for providing regular assurance and risk reports around induction and mandatory training to appropriate Trust committees, and Trust Board.

4.0 Policy Detail

Appendix 1   Trust Induction procedure
Appendix 2   Local Induction procedure
Appendix 3   Mandatory Training procedure
Appendix 4   Training Needs Analysis
Appendix 5   Procedure for applying for mandatory training status
Appendix 6   Induction and mandatory training non-engagement process
Appendix 7   Access to monthly mandatory training reports for staff
Appendix 8   Access to monthly mandatory training reports for managers

5.0 Financial Risk Assessment

1	Does the implementation of this policy require any additional Capital resources	No
2	Does the implementation revenue resources of this policy require additional	No

3	Does the implementation of this policy require additional manpower	No
4	Does the implementation of this policy release any manpower costs through a change in practice	No
5	Are there additional staff training costs associated with implementing this policy which cannot be delivered through current training programmes or allocated training times for staff	No
	Other comments Current financial risk has been identified.	

6.0 Equality Impact Assessment

An equality analysis has been carried out and it indicates that:

Tick	Options
✔	A. There is no impact in relation to Personal Protected Characteristics as defined by the Equality Act 2010.
☐	B. There is some likely impact as identified in the equality analysis. Examples of issues identified, and the proposed actions include:

7.0 Maintenance

Corporate Education Steering Group (CESG) and thereafter the Academy Steering Group (ASG) will be responsible for reviewing this policy to ensure that it reflects current practice and the changing needs of the Trust.

8.0 Communication and Training

8.1 This policy will be communicated to all new staff via Trust e-Induction.

8.2 This policy is sited on the policies page on the Intranet.

8.3   The policy and details around the induction and mandatory training provision will be publicised in various staff communication briefings.

8.4 Access to Mandatory training is through the Trusts LMS or SMEs.

9.0 Audit Process

Criterion	Lead	Monitoring method	Frequency	Committee
Measuring compliance against policy	Head of Corporate Learning Services	Mandatory Training compliance reports	Monthly	Line managers, Directorate managers and HR representatives

Mandatory Training procedure (Training Needs Analysis (TNA))	Head of Corporate Learning Services	Mandatory Training compliance audit	Annual	CESG ASG
Induction and mandatory training non-engagement process	Head of Corporate Learning Services	Mandatory Training compliance audit	Annual	CESG ASG

10.0   References

10.1   Study Leave Policy (HR50)

10.2   KITE Site

10.3   OP68 Volunteer Policy

Part A - Document Control

Policy number and Policy version: OP41 V9	Policy Title Induction and Mandatory Training Policy	Status: Final		Author: Head of Corporate Learning Services **Chief Officer Sponsor:** Chief Medical Officer
Version / Amendment History	Version	Date	Author	Reason
	V1	Sept 2005	L Nickell	Implementation of new policy
	V2	Oct 2006	L Nickell	Review period
	V3	March 2008	L Nickell	NHSLA Prep
	V4	July 2009	L Nickell	NHSLA prep
	V5	Sept 2011	L Nickell	NHSLA prep
	V6	June 2012	Z Marsh	NHSLA Prep
	V7	Nov 2017	Z Marsh	Review period
	V7.1	June 2019	Deputy Head of Education	Updated Appendices 4, 5 and 6.
	V7.2	July 2019	Deputy Head of Education	All references within OP41 to the Trust's study leave policy from HR01 to HR50
	V8	Sept 2020	Programme Manager - Education Standards & Information Systems	Review period
	V8.1	Feb 2021	Programme Manager - Education Standards & Information Systems	Updated hyperlinks to KITE
	V8.2	March 2022	Head of Corporate Learning Services	Updated job titles and committee names to policy and Appendix 5
	V8.3	July 2022	Head of Corporate Learning Services	Hyperlinks updated for Appendices 4 and 5.

	V9	Sept 23	Head of Corporate Learning Services	Scheduled Review

Intended Recipients: All Trust staff, temporary workers, and volunteers	
Consultation Group / Role Titles and Date: Corporate Education Steering Group (CESG)– meets once quarterly and annually reviews policy	
Name and date of Trust level group where reviewed	Trust Policy Group – October 2023 – Version 9.0
Name and date of final approval committee	Trust Management Committee – October 2023
Date of Policy issue	November 2023
Review Date and Frequency (standard review frequency is 3 yearly unless otherwise indicated – see section 3.8.1 of Attachment 1)	3 yearly – October 2026
Training and Dissemination: Policy made available on the Trust intranet policy page and made available on Trust e-Induction.	
To be read in conjunction with: HR50 - Study leave policy KITE Site OP68 Volunteer Policy	
Initial Equality Impact Assessment (all policies): **Completed Yes** **Full Equality Impact assessment (as required):** **Completed Yes** If you require this document in an alternative format e.g., larger print please contact Policy Management Officer 85887	
Monitoring arrangements and Committee	Corporate Education Steering Group (CESG) Academy Steering Group (ASG)
Document summary/key issues covered. The policy documents the responsibilities and the arrangements for the induction and mandatory training of staff, temporary workers and volunteers.	
Key words for intranet searching purposes	OP41, mandatory training, induction

Mandatory Training Non-Compliance Escalation Process

Stage 2

3+ months non compliance report sent to Divisional Management Team, HR Managers and Governance Managers

→ Divisional Management Team to consult with appropriate management/HR, as to potential breach of Trust policy

→ Non essential study leave applications rejected until mandatory training completed

→ Rejection notification sent to applicant and line manager with details of non compliance requiring action

→ Employee completed mandatory training?

Stage 1

Compliance Reports Circulated

→ Manager to notify employee of Non compliance (Reds)

→ Manager to check employee has completed outstanding mandatory training

→ Employee completed?

— YES → End

3+ months non compliance? — NO — Employee completed? NO

YES (to Stage 2)

Employee completed mandatory training? — NO — 3+ months non compliance?

YES → End