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LEARNING AND DEVELOPMENT POLICY

Policy Statement

Public Health Wales recognises the critical role that learning and development plays in fostering growth, progress and delivering high-quality services to the public and our colleagues. We are at our best when we seek to learn from others and share our skills and knowledge and, through continuous learning and development, we can achieve personal and organisational growth while ensuring safe and effective practices. Ultimately this will help us maintain fair and efficient management and ensure our workforce are equipped to address current and future demands.

Therefore, it is imperative that all staff demonstrate essential knowledge and skills as mandated by Welsh Government, the NHS in Wales, or Public Health Wales itself (via Subject Matter Experts), as outlined in Appendix A. Ensuring the completion of statutory and mandatory training at the specified intervals plays a critical and essential role in ensuring that we fulfil our duty of care to ourselves and others, creating a safe working environment and minimising risks to our well-being, as well as that of our colleagues and service users.

Policy Commitment

This policy is designed to fulfil two important objectives. Firstly, it outlines the training that Public Health Wales must provide, and staff are required to attend, to meet the organisation's statutory and mandatory learning requirements effectively. By adhering to this policy, we ensure compliance and alignment with the necessary standards (Appendix B). Through the NHS Wales Shared Service Partnership (NWSSP), a suite of e-learning programmes has been developed to meet the learning outcomes as set out in the Skills for Health UK Core Skills Training Framework (<https://www.skillsforhealth.org.uk/core-skills-training-framework/>)

Secondly, the policy aims to promote fair and equitable access to learning and development opportunities for all colleagues to ensure safe and effective delivery of their roles and responsibilities. All colleagues should be encouraged to request time for development purposes (excluding statutory and mandatory training), should be supported to identify areas for development and take time to learn from others as well as reflecting on how they can share their skills and knowledge with colleagues inside and outside of their teams. The organisation will make reasonable efforts to accommodate these requests, taking into consideration the need for appropriate cover to maintain service delivery standards.

Supporting Procedures and Written Control Documents

[All corporate policies and procedures are available on the Public Health Wales website](#)

Other related documents are:

My Contribution
Pay Progression
All Wales Disciplinary Policy and Procedure

Scope

This policy sets out statutory and mandatory training requirements for all staff working within Public Health Wales. A table of statutory/mandatory training is noted in appendix A of this policy. This appendix will be updated to reflect changes in legal/organisational requirements when they occur.

There may be additional training that applies to staff in particular roles or environments that are not noted in the Policy. It is intended that the same principles apply regarding training that is deemed essential for a specific role, training that is not optional but a vital component and therefore needs planning and monitoring. If necessary, People and OD will provide guidance and support to ensure individuals are supported appropriately in fulfilling training requirements for their role.

This Policy also covers how personal and professional development and growth is supported within PHW.

Equality and Health Impact Assessment	An Equality, Welsh Language and Health Impact Assessment has been completed and can be viewed on the policy webpages.
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Group with authority to approve supporting procedures	People & Organisational Development Committee
Accountable Executive Director/Director	Neil Lewis. Director of People and OD.
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Disclaimer

If the review date of this document has passed please ensure that the version you are using is the most up to date either by contacting the document author or the [Board Business Unit](#)

Summary of reviews/amendments

Version number	Date of Review	Date of Approval	Date published	Summary of Amendments
1	July 2023	08/11/23	10/01/24	Statutory & Mandatory Training and the Learning & development Policy have been merged

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1. Responsibilities

1.1 PHW Colleagues

All PHW colleagues are responsible for:

Ensuring they complete/ attend all training applicable to them. Statutory and Mandatory training should be completed within the first 12 weeks, with specified modules prioritised in the first week and first four weeks as detailed in the corporate induction ([Induction SharePoint](#)) , and refreshed at the intervals set out in Appendix A.

Demonstrating their completion by signing in at classroom training sessions and successfully completing required e-learning modules.

Discussing with their managers during My Contribution/appraisal/ job planning reviews to proactively plan and allocate time for any statutory and mandatory or other training they believe they would benefit from undertaking.

Participating openly and honestly in their My Contribution/appraisal process/pay progression discussions to explore and seek out development opportunities based on organisational, team and individual needs. This should be done in accordance with the Supporting Learning and Development Process document which details the process for requesting study leave and funding if relevant. Please note: all colleagues are to ensure that, prior to applying for further development opportunities, they are fully compliant with statutory and mandatory training requirements.

Completing the training as agreed, contributing own resources (e.g. time, financial contributions if necessary) and sharing learning with colleagues as appropriate.

1.2 Line Managers

Line Managers are responsible for:

Ensuring their own statutory and mandatory compliance and for monitoring the compliance of their direct reports using ESR and BI. This includes: assessing learning needs (for example, if a training courses has more than one set of learning outcomes depending on role/ level, it is the line managers responsibility to assess which level of training is suitable), discussing and recording training requirements during My Contribution discussion/job planning/pay progression review, allocating sufficient time for training, and

addressing individual needs. Further support can be sought from subject matter experts or the People Support team.

Understanding, enabling and pro-actively supporting further development opportunities for their staff in line with current and future business needs using the principles below:

Development needs can be broadly split into three areas:

Essential - development required to deliver the work, statutory and mandatory training, Continuous Professional Development (CPD) essential to revalidation/registration in a professional role, learning to support a new policy/technology.

Enhancing - improving / enhancing the quality and delivery of the work/service.

Evolving - Personal development opportunities which may link to future roles/responsibilities.

The **70-20-10 Model for Learning and Development** is a commonly used formula within learning and development.

It holds that individuals obtain 70% of their knowledge from job-related experiences, 20% from interactions with others, and 10% from formal educational events.

More information can be found on the Learning and Development staff intranet pages.

Managers should:

- Discuss requests and development activity with their direct reports
- Decide on the application, based on availability of budget, benefit and impact to the business, amount of time requested and the impact on the team including the ability of the team to cover work if necessary
- Agree and document the time/support agreed
- Agree on the activity in line with the 70-20-10 Model for Learning and Development.

Capturing individual development plans through the My Contribution process as well as considering wider, more future-focussed development requirements which should be captured in workforce

plans and which in turn will feed into the organisational learning plan.

Responding to development requests which fall outside of the formal My Contribution conversations.

Considering the development needs of new colleagues during the Onboarding and Induction process and plan support as required.

1.3 Organisation

The Chief Executive is responsible for Public Health Wales' overall Statutory and Mandatory Training compliance of 85% as set by the Welsh Government*. The People and Organisational Development Directorate support this target by providing updated information on Statutory and Mandatory training requirements for all staff. The Learning and Development Team's responsibilities include procurement of training provision, scheduling training, collaborating with national groups and internal subject matter experts, reporting compliance information, communicating changes in learning requirements, advise on and address specific development needs and activities.

*Individuals should strive to be always 100% compliant and must be fully compliant for Pay Progression. The 85% Welsh Government target takes into account non-compliance in circumstances such as secondments, long-term sickness absence and parental leave.

2. Recording and Reporting

Statutory and Mandatory Training e-learning courses update employee records once fully completed/ successfully passed. Classroom attendance is manually recorded by the People and Organisational Development Directorate on receipt of signed registers. In the event of any issues with updating records, People Support should be contacted.

Compliance monitoring, recording, and reporting is completed through ESR and OLM. Managers can view compliance data and records relating to staff within their teams and export relevant reports via the Business Intelligence option on ESR.

The Executive Team receive monthly high-level directorate and divisional compliance reports. Team and individual compliance breakdowns are obtained locally through ESR and BI.

All staff should record any additional learning and development activity undertaken in ESR. Line Managers are required to approve on ESR that this learning and development activity has taken place. Please see guidance here: [ESR Guidance \(sharepoint.com\)](#).

3. Transfer of Training Records

When employees join Public Health Wales from another NHS organisation, their training records should automatically be transferred. Based on the line manager's assessment of their current training needs and past completion, Public Health Wales can assume compliance from the date training was successfully finished in their previous organisation. Employees will not be required to repeat the training until the compliance period ends. However, all staff should ensure they are familiar with local fire safety and information governance practices. More guidance on how to manage organisational and individual data can be found here: [Information Governance Page](#).

4. Diversity and Inclusion

Public Health Wales is committed to implementing the policy in an inclusive way and one that meets the needs of all colleagues. Line managers are empowered to ensure the effective implementation of this policy and its supporting procedures, taking into consideration the unique needs of individuals within their teams. Colleagues and managers should discuss any individual needs openly, respectfully and with a view that reasonable adjustments will be supported.

Further advice can be sought from the People and Organisational Development team and/or an appropriate Staff Diversity Network.

In addition, aligned to Being our Best – our values-based behavioural framework, equality, diversity and inclusion objectives should also be discussed.

5. Welsh Language

As a bilingual public body in Wales, Public Health Wales is proud to offer some training opportunities in Welsh for our staff in line with our [Welsh Language Standards](#). Here are details of some of these training opportunities:

- The mandatory training on ESR for all members of staff, including health and safety, violence against women and safeguarding, are available in either Welsh or English for staff to complete

- One of the mandatory training modules covers Welsh Language Awareness, which explains why and how Public Health Wales offers services in both Welsh and English to our customers, stakeholders and service users
- All members of staff are encouraged to learn, improve and use their Welsh language skills while at work and most Welsh courses are provided free of charge. Details of Welsh courses available are here: [Dysgu Cymraeg / Learning Welsh \(sharepoint.com\)](#) Once you've found a suitable course, remember to discuss this in detail with your line manager.
- Further training on the Welsh Language at Public Health Wales is available via the Welsh Language Team. Please contact them on the e-mail address below for further information.

Other training opportunities for staff may be offered in Welsh from time to time, depending on demand. For further information on this, please contact the Organisational Development team or the Welsh Language Team: Cymraeg.ICC@wales.nhs.uk / Welsh.PHW@wales.nhs.uk

6. Non-Compliance

Completion of statutory and mandatory training is an essential requirement at Public Health Wales. The organisation is committed to providing its workforce with the necessary resources, including the My Contribution process, to facilitate learning and development. It is important that as an organisation we strive to achieve full compliance with core statutory and mandatory training before pursuing further development opportunities. This will ensure that we fulfil our duty of care to ourselves and others, creating a safe working environment and minimising risks to our well-being, as well as that of our colleagues and service users. Non-compliance with training may impact the organisation's ability to ensure the safety of employees, visitors, service users, and their information. Therefore, Public Health Wales takes mandatory training seriously to maintain a secure and competent environment.

6.1 Funding Recovery

If the organisation provides a financial contribution towards an employees' development activity, it reserves the right to reclaim costs on a sliding scale should the individual leave the organisation within the time frames set out below.

Repayment Costs / Time Scale
Leaving org before course completion: Up to 100%
1 year after completion: Up to 75%

Within 1-2 years of completion: Up to 50%
Leaving the organisation within 2-3 years of completion Up: to 25%

Factors such as the below will be considered in instances of cost recovery:

- Reason for leaving
- The return on investment gained to date
- Whether or not the individual is still working within the NHS/wider public sector or public health workforce in Wales.

For more information on Funding please refer to [Supporting Learning and Development Process doc.](#) page 10.

7. Changes to Required Statutory/Mandatory Training

Where a change to required statutory and mandatory training is required, i.e. a change to refresher period or a new subject is introduced, colleagues will be informed at the earliest opportunity by the People and Organisational Development Directorate. This includes intranet news, staff newsletter updates, and email briefings to managers. Colleagues will be given a maximum of three months to complete the updated learning, unless communicated otherwise. If colleagues wish to introduce a new module to the Statutory and Mandatory Training, they should discuss it with the People and Organisational Development Directorate and then present the case to the Senior Leadership Team in the first instance. The final decision on mandates, unless driven by legislation or policy changes, rests with the Public Health Wales Business Executive Team.

8. Review

This policy will be reviewed in 3 years' time or sooner if required.

The named lead will monitor this policy to ensure it is compliant with current legislation, to ensure it is effectively implemented, and ensure that it is reviewed in accordance with the timetable for review.

We are continually looking to improve our employment practices and welcome any feedback you may have in relation to this policy. Feedback can be provided by emailing PeopleSupport.PHW@wales.nhs.uk or you may wish to feedback via your Trade Union representative.

Appendix A – Subjects

The table below sets out statutory and mandatory training subjects applicable to all staff, volunteers/placements and honorary contract holders. This is subject to change in line with national or local requirements.

	Subject	Staff Group	Frequency	Delivery Method	Comments
Core Skills/Statutory Training	Fire Safety	All Screening Staff	2 years 1 year	E-learning E-learning	UK Core Skills Training Framework
	Health and Safety Awareness	All	3 years	E-learning	
	Manual Handling Awareness	All	2 years	E-learning	
	Manual Handling – Inanimate Loads	Based on risk assessment	2 years	Classroom	
	Manual Handling – Safer People Handling	Based on risk assessment	2 years	Classroom	
	Violence and Aggression Awareness	All	Once only	E-learning	
	Violence and Aggression – Theory of Personal Safety and De-escalation	Based on risk assessment	2 years	E-learning	
	Violence and Aggression – Breakaway	Based on risk assessment	2 years	Classroom	
	Information Governance, Records Management and Cyber Security	All	2 years	E-learning	
	Equality, Diversity and Human Rights	All	3 years	E-learning	
	Safeguarding People	Level One – all	3 years	E-learning	
	Safeguarding Adults	Level Two – role	3 years	E-learning	

		dependant			
Safeguarding Children	Level Two – role dependant		3 years	E-learning	Safeguarding Children - Roles and Competences for Healthcare Staff 02 0....pdf (wales.nhs.uk)
People	Level 3 - Registered health care staff who engage in assessing, planning, intervening and evaluating the needs of a child, young person or adult adults where there are safeguarding concerns (as appropriate to role).		1 year	Classroom	
Safeguarding People	Level 4 - Specialist roles and those who have specific child and/or adult safeguarding responsibilities				
Safeguarding People	Level 5 – Specialist Roles – designated and named professionals and equivalent roles				
Safeguarding People	Board Level				
Infection Prevention and Control	Level One – all Level Two – role dependant		One - 3 years Two – 1 year	E-learning E-learning	
Resuscitation	All		3 years	E-Learning	

	Basic Life Support (CPR) Adults/Paediatric	Role dependant	1 year	Classroom	
Additional Mandatory	Violence Against Women, Domestic Abuse and Sexual Violence	All	3 years	E-learning	
	Violence Against Women, Domestic Abuse and Sexual Violence Group 2	All clinical screening staff and pathway staff	3 years	Classroom	
	Welsh Language Awareness	All	3 years	E-learning	Mandated by the Welsh Government "more than just words" action plan.
	Dementia Awareness	All	Once only	E-learning	
	Counter Fraud Awareness	All	Once only	E-learning	
	Putting Things Right	All	Once only	E-learning	
	Paul Ridd Learning Disability Awareness	All	Once only	E-learning	
	Foundations In Improvement	All	Once only	E-learning	
	Managing Attendance At Work	All Line Managers	3 years	Classroom	
	DSE Assessment	Screening Staff	Once only or following desk move	e-learning	Screening only
	Stress Awareness	Screening Staff	3 years	Face to face or e-learning	
	Customer Care	Screening Staff	3 years	Classroom	
	Anaphylaxis	Breast Test Wales Radiographic Staff	1 year	Face to face or e-learning	
ANTT – Aseptic, Non-Touch Technique	Breast Test Wales Radiographic Staff	Once Only	e-learning		

Mental Capacity	Level 1 Level 2 – staff who take informed consent or assess capacity	3 years 3 years	E-learning Elearning/Classroom	
Radiation Protection	Breast Test Wales Radiographic Staff	Once Only	E-Learning	

Appendix B: Legislative and Regulatory Framework

Subject	Legislation or Policy
Safeguarding Children	Children Act 1989 and 2004 Working Together 2006 Laming Report 2003 Intercollegiate Document 2014 The Social Services and Wellbeing (Wales) Act 2014
Violence and Aggression	Conflict Resolution Training - Implementing the National Syllabus 2004 (NHSLA st3) A Professional Approach to Managing Security in the NHS 2003 Welsh Violence and Aggression Passport Scheme
Health and Safety	Health and Safety at Work Act (1974) Management of Health and Safety at Work Regulations (1999) COSHH Regulations 2004
Equality, Diversity & Human Rights	Equality Act 2010
Fire Safety	Fire Precautions Act (1971) amended (1999) Management of Health and Safety at Work Regulations (1999) Health and Safety at Work Act 1974 Regulatory Reform (Fire Safety) Order 2005 Firecode HTM 83 - Fire Safety in Healthcare Premises 1994.
Infection Prevention and Control	Clinical Negligence Scheme for Trusts Standards for Health Services in Wales. MRSA Reduction (Key local and national target) (NHSLA st2 & 4) National Infection Control Training. Health and Care Standards in Wales, 2015. WG Strategy for the Prevention of HCAI – ‘Commitment to

	<p>purpose', 2011. WG HCAI Code of Practice, 2014. Health and Safety at Work Act 1974 COSHH NHS Wales Delivery Framework 2015/16 and Future Plans</p>
Information Governance	<p>Caldicott Principles into Practice Data Protection Act 1998 Health and Social Care Act 2008 Confidentiality: Code of Practice for Health and Social Care in Wales Access to Health Records Act 1990 Freedom of Information Act 2000 Human Rights Act 1998 Wales Accord for the Sharing of Personal Information (WASPI) Section 251 of the National Health Service Act 2006</p>
Manual Handling	<p>Health and Safety at Work Act (1974) (NHSLA st2) Management of Health and Safety at Work Regulations (1999) Manual Handling Operations Regulations (1992). Welsh Manual Handling Passport Scheme</p>
Risk Management	<p>Risk Management in the NHS Management of Health and Safety at Work Regulations (1999) Health and Safety at Work Act (1974)</p>
Violence Against Women	<p>Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 Serious Crimes Act 2015</p>
Safeguarding Adults	<p>Patient Safety (NHSLA st3) The Social Services and Wellbeing (Wales) Act 2014</p>
WRAP	<p>Counter-Terrorism and Security Act 2015</p>
Welsh Language	<p>Welsh Language (Wales) Measure 2011 Welsh Language Standards (No. 7) Regulations 2018 More Than Just Words</p>