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Statutory & Mandatory Training Policy

Policy Statement

All staff working within Public Health Wales (including volunteers, temporary staff and those on honorary contracts) are required to demonstrate essential knowledge and skills set out either in law or those which have been mandated either by Welsh Government, the NHS in Wales or by Public Health Wales itself, as referenced in Appendix B.

Employees have a duty of care to themselves and each other, and part of exercising that duty is understanding how to set, maintain and operate in a safe working environment. Without this knowledge, we may be posing a risk to our own wellbeing or that of a colleague/service user, and/or mishandling information.

Completion of statutory and mandatory training at the intervals set down is not optional and failure to do so may lead to disciplinary sanctions. Further information can be found on page 10 of this policy and in the All Wales Disciplinary Policy.

Policy Commitment

This policy covers the training the organisation must provide, and staff must attend, in order for Public Health Wales to meet and comply with its statutory and mandatory learning requirements.

Supporting Procedures and Written Control Documents

Other related documents are:

Identify interdependencies with other policy/control documents.

- Health and Safety
- My Contribution
- Disciplinary Policy

Scope

This policy sets out training that is a requirement for all staff working within Public Health Wales.

There may be locally required/highly recommended training that applies to staff in particular roles and/or environments which are not noted in the Policy. However, it is intended that the same principles apply in that training deemed relevant for/a requirement of a given role is not optional and should be planned and monitored and, if necessary, failure or refusal to act will be managed in the same way.

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.

Equality and Health Impact Assessment	 EHIA Statutory and Mandatory Training
Approved by	People and Organisational Development Committee
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Group with authority to approve supporting procedures	People and Organisational Development Committee
Accountable Executive Director/Director	Phil Bushby, Director of People and Organisational Development
Author	Lisa Whiteman, Organisational Development Manager

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 [Corporate Governance](#).

Summary of reviews/amendments

Version number	Date of Review	Date of Approval	Date published	Summary of Amendments
1G	February 2017	-	-	<p>Updated to include OLM recording and reporting</p> <p>Updated to reflect the requirement of all staff to complete Dementia Awareness and level one Violence Against Women, Domestic Abuse and Sexual Violence training</p> <p>Updated to reflect new role title of Director of Workforce and OD</p> <p>Updates to reflect revised legislative/regulatory frameworks</p>
1H	June 2017	-	-	Updated to reflect how temporary workers will access e-learning from 1 st July 2017
1i	July 2017	-	-	Scope and 1.6 updated to signpost to legislative/regulatory framework (Appendix B)

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1. Responsibilities

1.1 Individuals

Each employee, temporary worker, volunteer/placement, non-executive director and honorary contract holder, including those employed by bodies hosted by Public Health Wales, are themselves responsible for ensuring they complete or attend all training applicable to them. They are each responsible for demonstrating completion by signing in at classroom training sessions, successfully completing e-learning where required and for working with their managers during their My Contribution reviews to plan time in advance to do so.

Individuals are also responsible for working with their line managers to identify training required, and to raise any additional training they believe they should undertake.

1.2 Line Managers

Line managers are responsible for achieving and maintaining their own compliance with training requirements and have additional responsibilities for staff who report directly to them as below:

- Assessing learning requirements and ensuring the correct level of training is completed at the correct refresher periods
- Being aware of the learning requirements for the team and planning sufficient time in advance to achieve and maintain full compliance
- Ensure training requirements are discussed and recorded during the My Contribution process with each team member
- Allocate time for staff to attend training and learning opportunities
- Enable access for e-learning for team members or a suitable and agreed alternative
- Respond to requests for information where required
- Assessing and addressing needs where staff have particular access requirements e.g. sensory loss
- Assessing and addressing the need for vocational training through the medium of Welsh
- Ensuring temporary workers (including placements and volunteers) request access to ESR to complete required learning

Line managers may also be held accountable for non-compliance of their staff if it is established they have prevented an individual/individuals from accessing learning.

Line managers will be responsible for monitoring compliance via ESR and OLM, and providing information to the organisation where required.

1.3 Chief Executive, Executive Directors, Members of the Executive Team and Director of the NHS Wales Health Collaborative

The Chief Executive is responsible for ensuring that all Public Health Wales staff have the opportunity to complete statutory and mandatory training.

Executive Directors, Members of the Executive Team and the Director of the NHS Wales Health Collaborative are responsible for ensuring their own compliance with statutory and mandatory training requirements and acting as role models for the organisation. Equally, the Executive Team are responsible for high-level monitoring within their directorates and ensuring their management teams are pro-actively monitoring and managing compliance.

They will be responsible for managing issues of non-compliance in their respective workforces where matters are escalated via the Director of People and Organisational Development.

1.4 Director of People and Organisational Development

In addition to their responsibilities as employee, line manager and member of the Executive Team, the Director of People and Organisational Development is responsible for advising the Executive Team and Public Health Wales Board of matters relating to statutory and mandatory training compliance, ensuring budget requirements are addressed and met, and advising where investigations into non-compliance may lead to disciplinary action.

1.5 Organisational Development team

The Organisational Development and Learning team are responsible for ensuring up to date and accurate information regarding statutory and mandatory training is available to all staff. Additionally they are responsible for:

- Scheduling classroom training sessions at appropriate intervals and at locations across Wales (staff should be prepared to travel within a reasonable distance where required)
- Taking/maintaining training bookings
- Commissioning training from external partners where required
- Working with national groups to share information and reduce costs where appropriate and relevant
- Reporting compliance information, where available, to the Executive Team, People and Organisational Development Committee, Quality Safety and Improvement Committee, Welsh Government and any other internal or external group as required
- Communicating changes to core statutory/mandatory learning requirements
- Assessing and addressing needs where staff have particular access requirements e.g. sensory loss
- Assessing and addressing the need for vocational training through the medium of Welsh
- Arranging access to ESR for colleagues not employed by Public Health Wales

1.6 Subject Matter Experts/Leads

Where subject matter leads/experts have been identified within the organisation, they are responsible for providing the organisation with accurate, timely and appropriate guidance, advice and support including but not limited to updating the legislative/regulatory framework in Appendix B. This will include:

- Facilitating/delivering training as agreed with the Organisational Development and Learning team
- Providing the professional advice and expert guidance on the levels of training appropriate to roles within Public Health Wales
- Participating/leading national groups in the design of training packages and ensuring relevance to our employee groups
- Providing a communication and technical link between their area of expertise and the Organisational Development and Learning team
- Ad-hoc support to external parties engaged in the delivery of training, including content approval/sign off and quality assurance
- Assessing and addressing the need for vocational training through the medium of Welsh

2. Temporary Staff

Staff employed by an agency may have completed some basic, generic training prior to starting their contract within Public Health Wales. The recruiting manager should assess what has been completed, when and, if required, include the completion of statutory and/or mandatory training in their work plan. Priority should be given to safety-related courses and Information Governance & IT Security.

Depending on the individual's role and responsibilities and the duration of their contract, completion of other topics should be prioritised and managed appropriately – advice can be obtained from the Organisational Development team and/or subject matter experts.

Access to ESR for colleagues who are not employed by Public Health Wales should be requested following the [guidance on the intranet](#).

3. Recording and Reporting Training

Employees completing nationally-approved courses via e-learning will have their records updated in real time, and attendance at classroom sessions will be noted electronically by the Organisational Development and Learning team.

Compliance is achieved through full attendance at a participative, tutor-led approved training session or successful completion of approved e-learning. If a course is left incomplete and/or there is no record of attendance, compliance cannot be noted.

The Executive Team is provided with a breakdown of directorate-based compliance records quarterly and a summary of organisational compliance information every month.

3.1 Electronic Staff Record/Oracle Learning Management

Compliance monitoring, recording and reporting is completed through Oracle Learning Management (OLM).

Managers can view learning data and records relating to staff within their teams and report as requested.

Guidance is available from the Organisational Development and Learning team and on the Public Health Wales intranet here <http://howis.wales.nhs.uk/sitesplus/888/page/65681> .

3.2 Transfer of training records

Where an employee is joining us from another NHS Wales organisation, their training record should transfer with them. Subject to the line manager's assessment of their current training needs against what has previously been completed, Public Health Wales can assume compliance from the date training was successfully completed in their previous organisation¹.

4. Training Needs Analysis

Where a required subject has more than one set of learning outcomes depending on role and responsibilities, it is the responsibility of the line manager to assess which level of training should be completed, needs using the guidance available.

If there is doubt as to which level is applicable, further support can be sought from the subject matter expert and/or Organisational Development and Learning team.

5. Planning and Monitoring

All staff will be permitted sufficient time to complete/attend required statutory and mandatory training. Upon joining the organisation, training should be completed within a maximum of six weeks and refreshed at the intervals set out in Appendix A.

¹ This only applies where the organisation has declared alignment to the UK Core Skills Training Framework and the subject matter in question.

The Organisational Development and Learning team will follow up with new starters after eight weeks to ensure training has been completed.

5.1 My Contribution

The My Contribution forms include space for staff to record which statutory and mandatory training sessions should be completed that operational period, and to support the line manager in planning time out of the workplace.

6. Training Delivery

The NHS in Wales is committed to ensuring it adopts and maintains a consistent approach to statutory and mandatory training. Through the NHS Wales Shared Service Partnership (NWSSP), a suite of e-learning programmes have been designed, developed and approved to meet the learning outcomes as set out in the [Skills for Health UK Core Skills Training Framework](#). Where available, these are the preferred method of delivery.

The default methods of delivery are noted against each subject in Appendix A.

6.1 Equality and Welsh Language

Public Health Wales is committed to assessing the need for vocational training through the medium of Welsh. Where the need for vocational training through the medium of Welsh is identified and suitable training is accessible it will be supported in order to facilitate implementation of the current Welsh Language Scheme (Welsh Language Standards in 2017).

7. Non-Compliance

Completion of the relevant statutory and mandatory training is not optional and should be treated as a priority. Public Health Wales is committed to providing its workforce with the means by which to complete learning, with tools, such as the My Contribution process, to support planning. Before accessing further development opportunities, individuals must be fully compliant with core statutory and mandatory training training.

Failure to complete/attend training and/or refusal to do so will be reported to the employing Executive Team member. It will be investigated and may lead to action under the Public Health Wales Disciplinary Policy. The organisation may take action to ensure the safety of employees, visitors, service users and their information until competence can be evidenced.

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.

Staff are advised to discuss additional local training requirements with their line manager.

	Subject	Staff Group	Frequency	Delivery Method
Core	Fire Safety	All	2 years	Classroom
	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 – Patients	Based on risk assessment	2 years	Classroom
	Violence Against Women, Domestic Abuse and Sexual Violence	All	3 years	E-learning
	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 and IT Security	All	2 years	E-learning
	Equality, Diversity and Human Rights	All	3 years	E-learning
	Safeguarding Children	Level One – all Level Two – role dependant	3 years	E-learning
	Safeguarding Adults	Level One – all Level Two – role dependant	3 years	E-learning
	Safeguarding 3	Role dependant	1 year	Classroom
	Infection Prevention and Control	Level One – all Level Two – role dependant	One - 3 years Two - 1 year	Information leaflet/E-learning and Classroom
	Resuscitation	All	Once only	E-Learning
	Basic Life Support (CPR) Adults/Paediatric/Newborn	Role-dependant	1 year	Classroom
	Additional Mandatory	WRAP – Working to Raise Awareness of Prevent	See level two above	Once only
Improving Quality Together (Bronze)		All	Once only	E-learning
Welsh Language Awareness		All	Once only	E-learning
Dementia Awareness		All	Once only	E-learning
Raising Concerns (Putting Things Right)		All	Once only	E-learning
Counter Fraud Awareness		All	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 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
Information Governance	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
Manual Handling	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
Risk Management	Risk Management in the NHS Management of Health and Safety at Work Regulations (1999) Health and Safety at Work Act (1974)
Violence Against Women	Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 Serious Crimes Act 2015
Safeguarding Adults	Patient Safety (NHSLA st3) The Social Services and Wellbeing (Wales) Act 2014
WRAP	Counter-Terrorism and Security Act 2015
Welsh Language	Welsh Language Act 1993 Welsh Language (Wales) Measure 2011 Welsh Language Standards (due 2017) More Than Just Words