Reducing the need for new starters to repeat statutory and mandatory training

Following alignment to the Core Skills Training Framework (CSTF) and using the Inter Authority Transfer functionality within the Electronic Staff Record (ESR) system, Worcestershire Health and Care NHS Trust is able to accept training records for new starters from other organisations. The trust has saved an average seven hours per staff member due to unnecessary training not being repeated for each new starter.

The case for change

Approximately 15,240 staff transferred from one NHS organisation to another within the West Midlands during 2014/15. This meant staff transferring from another NHS organisation had to repeat training when they joined the trust, for example, a nurse would need to complete approximately 16 hours of basic level mandatory and statutory training each time. Assuming they were required to complete 16 hours of mandatory and statutory training upon joining, the trust calculated that 243,840 hours of training were potentially being repeated unnecessarily.

What they did

To implement this new way of working, Worstershire Health and Care NHS Trust:

- Declared alignment to the CSTF (May 2015), this involved bringing all subject matter experts (SMEs) together to discuss the process and check that the current delivery was aligned to the CSTF learning outcomes.
- Reviewed competency requirements for all roles to ensure the CSTFs were aligned to the relevant roles (previously reviewed in 2012). Each CSTF subject took around one day to review, check with subject matter experts and finalise.
- Changed oracle learning management competencies to reflect CSTF, to enable training records to transfer out.
- Completed historical uploads to CSTF using the ESR central team for support.
- Implemented pre-hire IATs and engaged with the employment services team. All took part in ESR webinars to demonstrate the process and agreed to implement from December 2015.

Pre-hire IATs are now part of the standard process along with the monitoring of statutory and mandatory notifications received.
The process will speed up as more trusts move to CSTF competencies in ESR, as there will not be a need to make an informed decision based on any mandatory competencies received.

How it works

- The employment services team runs the pre-hire Inter Authority Transfer.
- Two mandatory and statutory role holders receive notification, they review data, amend any refresher periods as necessary and accept CSTF competencies. If mandatory competencies are transferred from an organisation within the region that is declared and aligned to CSTF, these are also accepted. Most organisations have switched to CSTF.
- New staff can review their compliance data via ESR employee self service by viewing their compliance matrix. This is highlighted to them during the corporate induction and they receive a workbook that signposts them to relevant information.
- Managers are also able to review new starters training compliance via manager self service.
- There are two statutory and mandatory role holders to ensure cover. Primarily, it is the compliance manager who reviews the notification received.

Resources

There were no additional costs to implementing this process, just a minor amendment to the employment services team’s process and the time required to review and complete the historic upload of CSTF competencies, which was carried out in a phased approach.

Key outcomes

- Since implementing the pre-hire IATs, the trust has saved an average seven hours per staff member due to unnecessary training not being repeated for each new starter.
- New starters arrive compliant when previous training is transferred and accepted.
- A reduction in unnecessary repeated training, returning time to patient care.
- Information in the learning and development team is received in advance of hire, using the pre-hire IAT.
- Consistency of learning outcomes across the region enables prior learning to be accepted.

Key challenges

One of the key challenges was to reassure the employment services team that this would not have an adverse impact on their workload and that they understood the positive impact this small change to the process would make.
Top tips

- Ensure strong management buy-in.
- Engage with your employment services team or equivalent recruitment teams to ensure pre-hire IATs are run.
- Engage with your ESR lead to set up the statutory/mandatory role to ensure notifications are received.
- Have more than one role holder to ensure cover.

“This case study really demonstrates the significant impact of aligning to the CSTF and using ESR competencies. The ability and ease at which organisations can transfer training records has improved efficiency, reduced training costs and more importantly ensured that healthcare staff are able to provide patient care at the earliest opportunity following their induction. I would encourage all trusts to look at their induction processes and engage in streamlining to maximise the substantial benefits of the work completed in the region so far.”

Theresa Nelson, Exec Champion and Chief Officer for Workforce Development, Birmingham Children’s Hospital NHS Foundation Trust

Contacts

Debra Robinson
Compliance Manager/OLM Lead,
Worcestershire Health and Care NHS Trust
Debra.robinson6@nhs.net