

# Streamlining

## Statutory and mandatory training

### Reducing the training for new starters

Following alignment to the core skills training framework (CSTF) Worcestershire Health and Care NHS Trust has started receiving previous training records for new starters via electronic staff records (ESR) pre-hire inter authority transfer (IATs) and accepting relevant prior learning.

This has had a significant impact on the amount of statutory and mandatory training a new starter transferring from another NHS organisation is required to complete, which means this time can be given to patient care.

#### **Background**

Worcestershire Health and Care NHS Trust delivers a wide range of community and mental health services, employs more than 4,200 staff and operates from 125 sites across Herefordshire and Worcestershire.

The learning and development team sits within the quality directorate, reporting into the director of nursing, ensuring that quality of patient care is at the forefront of training delivery. The senior leaders within the organisation lead by example, ensure their compliance is maintained and are supportive of mandatory training.

The organisation declared its alignment to the CSTF in May 2015. The alignment process involved all relevant subject matter

experts to discuss the process and check that the current delivery was aligned to the CSTF learning outcomes.

The trust runs a corporate induction programme for new starters and staff are given one month to complete all statutory and mandatory training required. A compliance rate of over 90 per cent has been consistently maintained.

#### **What we did**

- Aligned and declared to CSTF.
- 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 SME and finalise.
- Changed oracle learning management competencies to reflect CSTF, to enable training records to transfer out.
- Completed historical uploads to CSTF using ESR central team for the uploads
- Implemented pre-hire IATs and engaged 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

stat/man 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.

### **Why we did it**

Due to a lack of consistent regional or national standards being applied, staff transferring from one NHS organisation to another were repeating training as the trust was unable to accept prior learning. A nurse transferring from an NHS trust would need to complete approximately 16 hours of basic level statutory and mandatory training each time. By accepting prior learning this is significantly reduced.

### **Why should we?**

Accepting prior learning from NHS organisations aligned to the CSTF ensures consistency in learning outcomes and enables new staff to significantly reduce the time spent repeating training unnecessarily, returning this time to patient care and also maintaining trust compliance levels.

Approximately 15,240 staff transferred from one NHS organisation to another within the West Midlands during 2014/15. Assuming they were required to complete 16 hours of stat/man training upon joining, that is 243,840 hours of training potentially being repeated unnecessarily.

### **Resources**

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

### **Key outcomes**

- New starters arrive compliant when previous training is transferred and accepted.
- Reduction in unnecessary repeat training, returning time to patient care.
- Information in the learning and development team received in advance of hire, using pre-hire IAT.
- Consistency of learning outcomes across the region enables prior learning to be accepted.
- Since implementing the pre-hire IATs between December 2015 and February 2016 and stat/man notifications being received, 91 stat/man notifications have been received, with an average saving of seven hours due to unnecessary training not being repeated for each new starter

As the West Midlands streamlining organisations are moving towards using CSTF competencies in ESR, the reduction of unnecessary repeat training will increase.

### **Key challenges**

There was concern in the employment services team that this would create significant extra work. By attending the webinar we were able to dispel this myth and ensure the team understood the positive impact this small change to process would make. This helped the team to get on board.

### **Advice for other trusts**

- 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 stat/man role to ensure notifications are received.
- Have more than one role holder to ensure cover.

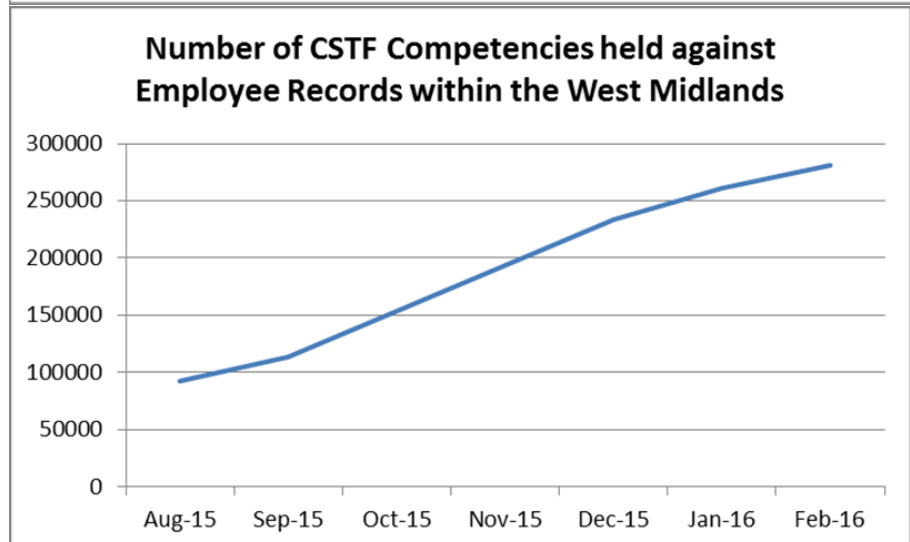
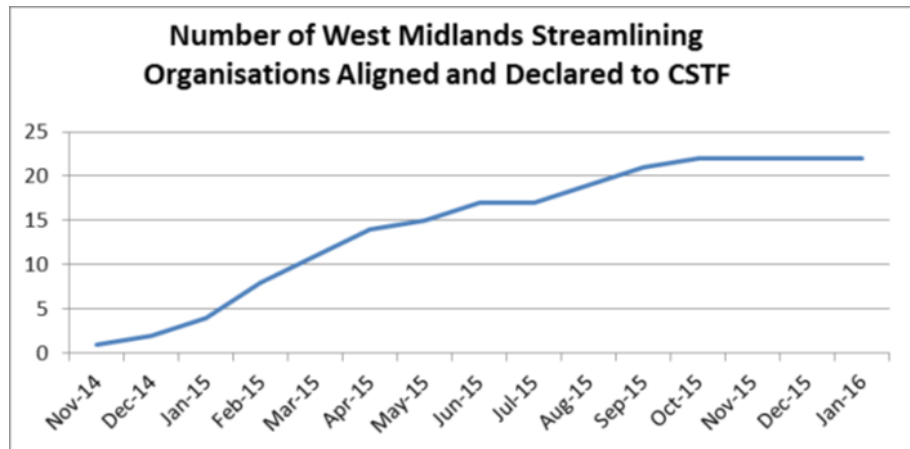
### How it works

- Employment services team runs pre-hire IAT.
- Two stat/mand 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 are able to 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 stat/mand role holders to ensure cover. Primarily, it is the compliance manager who reviews the notification received.

### Regional progress

The number of CSTF competencies held against employee records within ESR is significantly increasing month on month, which underpins the ability to transfer and accept prior learning. As can be seen from the charts below, significant progress had been made since November 2014, when there was just one trust aligned and declared to the CSTF. By January 2016 there were 22 trusts aligned and declared.



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*“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 and 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 & Chief Officer for Workforce Development,  
Birmingham Children’s Hospital NHS Foundation Trust***

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#### Useful links/guides

<http://www.skillsforhealth.org.uk/services/item/146-core-skills-training-framework>

<https://www.electronicstaffrecord.nhs.uk/home/>

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