Guidelines for Statutory and Mandatory Training and Education covering all NHSGGC Staff

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1.   Introduction and Context

The Staff Governance Standard for NHS Scotland requires all NHS organisations to prioritise the personal health, safety and well-being of staff and patients in the delivery of services.

To ensure the provision of a continuously improving, safe and person centred working environment, **all** employees must undertake statutory and mandatory training required for all job roles plus essential role specific training that is appropriate to their individual role and identified to them by their line manager. This will be undertaken on entry to the organisation (Induction) and at regular intervals during their career.

Within NHS Greater Glasgow and Clyde (NHSGGC) statutory and mandatory training is provided on line and in 'taught' sessions by a range of specialist functions (e.g. Control of Infection, Health and Safety, Practice Development etc). This is provided to meet the needs of all staff and as required for essential role specific training.

The NHSGGC Learning and Education function is responsible for the development and maintenance of the NHSGGC Statutory and Mandatory Training and Education for all staff, Corporate Induction Portal and for monitoring and reporting on organisational performance with statutory and mandatory compliance / attendance.

This document status is set as guidelines in recognition of the Once for Scotland approach to policy development and paused discussion on the development of a single national approach to statutory and mandatory training compliance across NHS Scotland.

2.   Scope

This guideline applies to **all** NHSGGC employees regardless of job role or work location.

In addition to employees, groups such as GPs, bank workers, contractors, volunteers and students on placement will also be given access to appropriate statutory and mandatory training.

3.   Definitions of Statutory and Mandatory Training and Education

The term "Mandatory" is used to refer to a range of training and education activities. The table below clarifies the definitions used in relation to statutory and mandatory training and education within NHSGGC.

	Definition
Statutory	Statutory training and education is defined as training that is prescribed or authorised by a statute of law and is compulsory for **all** employees, at induction and at appropriate intervals during employment.
Mandatory	Mandatory training and education is defined as training which NHSGGC has identified for **all** employees, as a requirement to support the safe delivery of services and for the safety and wellbeing of individual members of staff and patients. Mandatory training and education is deemed compulsory by the organisation and is commonly underpinned by statutory law, legislation, national guidance and recommendations. This training is delivered at induction and at appropriate intervals during employment.
Induction	Upon employment to NHSGGC requires **all** new employees to complete induction training. Corporate induction is a requirement for all employees and is focused on corporate information, statutory and mandatory topics. Employees will then continue on their personal induction pathway with more specific training activity essential to their role and location, designed to support the first three months of employment.
Essential Role Specific	Essential education and training is defined as any training or education that is required for an employee, to support the services they deliver in their job role, speciality or location. Essential role specific education requirements will be defined and monitored at a local level by senior managers/ professional leads. As with statutory and mandatory topics, essential role specific training once identified is compulsory and will be required at the start of employment and at appropriate intervals thereafter.

4.   Roles and Responsibilities

NHSGGC expects **all** employees, to undertake statutory and mandatory training together with further education as required. Managers and staff should be aware of the organisational requirements and additional essential role specific training required for their role, speciality or location. The table below summarises roles and responsibilities.

Group	Responsible for:
Chief Executive, Directors and Chief Officers	• To ensure that statutory and mandatory training and essential role specific training is available to **all** employees of NHSGGC, on entry to employment and during employment.

	• To monitor organisational performance against requirements and to take corrective action as necessary.
Senior Managers/ Professional Leads	• To provide leadership and monitor performance of ward/ departmental managers ensuring compliance with statutory, mandatory **and** essential role specific training and education requirements in their area of responsibility.
Ward and Department Managers	• To ensure that staff in their area of responsibility, undertake their statutory and mandatory training requirements and undertake any essential role specific training and education activities that relate specifically to staff members job role, speciality or location within allocated work time. • Ensure staff remain within the compliance date of specific courses and undertake refreshers prior to becoming non-compliant • They should ensure that this information is recorded in individual Personal Development Plans. Completion of the mandatory requirements will be automatically recorded in their OLM training record. • Personal Development Plans should prioritise these activities and risk assessments should be undertaken to identify any potential barriers to compliance and facilitate completion of training. • Ensure that training materials can be accessed in appropriate accessible formats for staff when required, for example sight impairment or where English is not their first language • Good practice would be to incorporate a refresh of statutory and mandatory training for staff on their return to work following a period of extended leave e.g. *maternity* leave • Ensure that staff receive the appropriate time within working hours to complete/or time allocated if chosen to complete on a rest day. • If new modules/courses added to ensure time allocated to complete.
All Employees	• Be aware of statutory and mandatory and essential role specific training and education requirements for their job, speciality or location. • Staff should discuss requirements for evidencing compliance at personal development planning and review meetings and highlight any barriers to

	accessing training and education to their line manager. • Manage personal learner account on Learnpro using current NHSGGC payroll number as personal identifier, or where learning is provided in a classroom setting, attendance and assessment is undertaken.
Learning and Education Service	• Establish and maintain a web page on HR Connect to clearly outline for staff and managers the statutory and mandatory and essential training and education required for all employees. • Work with training Leads to ensure that Statutory and Mandatory training topics are delivered in an educational format that engages employees and support learning to meet compliance requirements • Maintain and develop the NHSGGC Corporate Induction Portal. • Provide advice and guidance to services on compliance with statutory and mandatory training in particular working with services where there are barriers to the implementation of online training. • Provide monthly / regular reports to Directors and Chief Officers and Board Committees showing performance o on statutory and mandatory induction training and compliance with ongoing statutory and mandatory training requirements. • Ensure that training materials can be provided in appropriate accessible formats for staff when required, for example sight impairment or where English is not their first language
Training Leads	• Ensure that the content for the topic they are responsible for is linked where appropriate to statutory law, legislation, national guidance and recommendations.

5. Statutory and Mandatory Provision in NHS Greater Glasgow and Clyde

There are 9 topics identified for **all** NHSGGC employees and these must be undertaken at Induction and throughout the period of employment at the required intervals.

These topics are noted below, and Appendix 1 outlines the under pinning legislation and/ or guidance

1.	**Fire Safety**
2.	**Health and Safety, An Introduction**
3.	**Reducing Risks of Violence and Aggression**
4.	**Equality, Diversity and Human Rights**
5.	**Manual Handling Theory**
6.	**Public Protection (Adult and Child)**
7.	**Standard Infection Control Precautions**
8.	**Security and Threat**
9.	**Safe Information Handling**

Appendix 2, identifies the intervals which the above topics should be undertaken during the course of employment in NHSGGC

6. Delivery Methods

The main delivery method for statutory and mandatory training and education for **all** staff will be online at Induction and during employment. There are some groups of staff for whom access to online learning may be challenging and the Learning and Education Service will work with services to develop appropriate tailored solutions in these instances.

The Learning and Education Service will review and update the NHSGGC Induction Portal to reflect changes to statutory and mandatory training requirements for all staff.

Online delivery of the modules facilitates the assessment of knowledge which is key to robust compliance. This is a flexible 24/7 method of delivery which increases accessibility for employees and makes best use of resources for both services and internal training and education providers.

The Learning and Education Service will work with internal stakeholders to ensure that there is provision for digital skills training and access to PCs for staff who require it.

7. Performance Monitoring and Compliance

The performance target for statutory and mandatory training that is core requirements for **all** staff will be 100% however NHSGGC recognises that this can be difficult to achieve due to employee absence e.g. sick leave, maternity leave. It is expected that managers will take local action to ensure performance is maintained as close to 100% as possible and the following principles will be observed:

- All available employees are required to achieve and maintain compliance with the identified training topics.

- Performance must be monitored locally by ward and department managers and an improvement action plan should be implemented where compliance levels fall below the required standard for individuals and teams. (See responsibilities section.) Therefore it is important for employees to be aware of their personal responsibilities for maintaining compliance with the identified topics.

- In the event of unprecedented service pressures that create an sustained impact on the ability of individuals to complete topics, this should be escalated to local risk register to identify the need for specific support

- Staff who have historical duplicate accounts (staff who have more than one post) do not require to complete modules for each account. Activity will be drawn from staff personal NHSGGC payroll number and reported appropriately for job roles.

- Organisational performance on statutory and mandatory training and essential role specific training will be monitored using a dashboard located on the workforce information tool, Microstrategy.

- Managers will be able to access Microstrategy to view the monthly performance position in detail and extract data to develop local performance action plans for improvement or for specific reporting requirements.

- The information will be available for other monitoring and reporting requirements within the organisation.

8. Governance

The NHSGGC Statutory and Mandatory Training Governance Group will develop and recommend a strategic framework and process for the delivery of statutory and mandatory training and education to all NHS GGC staff.

Module content will be approved by the Statutory and Mandatory Training Governance Group on the basis of advice from subject matter experts and National good practice. Content will be monitored to ensure that there is a person centred focus in all modules which meets the Quality Ambitions laid out in the Healthcare Quality Strategy for Scotland, and NHSGGC Healthcare Quality Strategy.[1]

Approval will be sought from Directors for any future additions to compulsory training and education for all staff that may arise due to changes in statutory

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[1] The Healthcare Quality Strategy for NHS Scotland, SGHD 2010

law, legislation or national guidance and recommendations e.g. new NHS Scotland Complaints Handling Procedure.

All staff will be responsible for recording their training activity in their personal development plan.

## 9.	Monitoring and Review

The application of this guideline will be monitored by the Director of Human Resources and Organisational Development and the Area Partnership Forum to ensure equitable treatment of all employees.

The operation of the guidelines is regularly reviewed by the NHSGGC Statutory and Mandatory Training Governance Group, on behalf of the NHSGGC Corporate Management Team to ensure its continued effective operation and recommend changes in response to changes in legislation or organisational requirements.

END

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Appendix 1:

Legislation and guidance that underpins statutory and mandatory requirements

Mandatory Subject	Underpinning Legislation &/or Guidance
1. Equality & Diversity	− Equality Act 2010
2. Fire	− Fire (Scotland) Act 2005 − The Fire Safety (Scotland) Regulations 2006
3. Health & Safety	− The Health and Safety at Work etc Act 1974 − The Management of Health and Safety at Work Regulations 1999 − The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995(RIDDOR)
4. Infection Control	− The Health and Social Care Act 2012 − The HAI Strategy and related guidance. − Vale of Leven Enquiry Recommendations.
5. Information Governance	− Public Records (Scotland) Act 1937; − Medical Reports Act 1988; − The Computer Misuse Act 1990; − Access to Health Records Act 1990; − Data Protection Act 1998; − Human Rights Act 2000;
6. Manual Handling	− The Health and Safety at Work etc Act 1974 − The Management of Health and Safety at Work Regulations 1999 − Manual Handling Operations Regulations 1992 (MHOR) (as amended 2002)
7. Public Protection (Adult and Child Protection)	− The Adult Support and Protection (Scotland) Act 2007 − Children's Hearings (Scotland) Act 2011 − Protection of Children (Scotland) Act 2003 − Sexual Offences (Scotland) Act 2009
8. Violence & Aggression	− The Health and Safety at Work etc Act 1974 − The Management of Health and Safety at Work Regulations 1999 − The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995(RIDDOR)
9. Security and Threat	− UK Counter Terrorism Strategy CONTEST − NHSGGC Security Policy

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Appendix 2:

Statutory and Mandatory Topics – all employees require to undertake this training at the intervals identified in the table below.

Roles	At Induction	Repeated
All employees	1. Fire Safety	Annually
	2. Equality, Diversity & Human Rights 3. Health and Safety, An Introduction 4. Standard Infection Control Precautions 5. Safe Information Handling 6. Manual Handling Theory 7. Public Protection (Adult & Child) 8. Reducing Risks of Violence and Aggression 9. Security and Threat	3 yearly

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