

MANDATORY & ESSENTIAL TRAINING POLICY (T1)

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Document Information

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1. Policy Statement

- 1.1 Torbay and South Devon NHS Foundation Trust (TSDFT) value their staff and actively promote staff development. It is recognised that a well-trained and educated workforce enables the management of risk and organisational objectives to be achieved in a professional manner. The Trust is committed to investing in education and development to ensure that staff is equipped with the necessary knowledge, skills, attitude, and motivation to carry out their roles (clinical and non-clinical) safely and effectively.
- 1.2 It is essential that staff receive specific training to ensure not only their own safety and well-being; but also, that of others. TSDFT is committed to improving the quality and safety of its services through a rigorous process of identifying and addressing the mandatory training requirements of its staff. TSDFT seeks to ensure that all staff will comply with the requirements outlined within the Mandatory and Essential Training Policy and associated appendixes.
- 1.2 It is important to recognise not only the importance of mandatory training, but wider assurances in underpinning the principles of patient safety, of which mandatory training is one element. The Mandatory Training Assurance and Accountability Framework outlines a number of interventions to support staff safety at work, including training and clarifying the roles and responsibilities of our staff.

2. Purpose

- 2.1 The aim of this policy is to outline the Trust's responsibilities in relation to Mandatory and Essential Training.
- 2.2 This policy applies to all staff, learners, and volunteers working within the Trust.
- 2.3 Mandatory and Essential Training is defined as a portfolio of training interventions that are deemed Statutory, mandatory, or essential for the safe and efficient functioning of the organisation and/or the safety and wellbeing of individual members of staff, with the common aim of managing risk within the Trust.

Mandatory and Essential Training encompasses:

- Statutory and Mandatory Training – this incorporates statutory training required by law and mandatory training as outlined by the national NHS Core Skills For Health Framework. This training must be completed by all staff and updated as required by the Framework.
- Essential Training – this element of training is specific to particular staff groups and disciplines. This may be determined by Trust policy or specific regulatory bodies. For example, NHS England and the Resuscitation Council and those skills specifically required by clinical front-line staff groups.

- Any request for the assignment of essential training must be approved through the Mandatory and Essential Training Group.

2.4 The Aim of Mandatory and Essential training is to:

- Enable staff to carry out their duties safely and effectively.
- Ensure that the Trust complies with the law and requirements of regulatory bodies
- Maintain competence to the required standards

2.5 In order to comply with legislation TSDFT has a statutory obligation in respect of training provisions as outlined in the Core Skills Framework (Appendix 1). It is essential that all staff attend and participate in this training to ensure their safety and well-being at work plus the safety and well-being of patients, visitors, and other staff are maintained.

2.6 TSDFT are required to demonstrate that they meet certain statutory/mandatory obligations which underpin and support national requirements as per CQC and HEE guidelines and the Core Skills for Health Framework.

2.7 The purpose of this policy is:

To define the processes by which TSDFT,

- Monitors and reports on compliance with Mandatory and Essential training.
- Ensures the Trust is proactive in developing action plans to address issues of non-compliance with agreed standards.
- Ensure that staff and managers are aware of their roles and responsibilities
- Addresses individual non-attendance or lack of engagement with Mandatory and essential training requirements.
- To cross reference individual policies that, have mandatory and essential training requirements. For example, Induction and Health and Safety.
- Ensure that there is a consistent approach to Mandatory and essential training applied to all staff and that it is linked to achievement reviews.

3. Equality and Diversity

3.1 TSDFT is committed to preventing discrimination, valuing diversity, and achieving equality of opportunity. No employee will receive less favourable treatment on the grounds of age, disability, gender reassignment, marriage, and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or on the grounds of trade union membership.

4. Mandatory Training Assurance and Accountability Framework

4.1 The Mandatory Training Assurance Framework consists of a number of interventions and measures that staff and managers are required to implement to ensure staff has a safe level of skills and knowledge to work in the health and care environment. Below are the ten key elements required to maintain standards, including the completion of mandatory training. Not all 10 elements may apply to all staff and therefore, specific interventions will vary, depending on staff group, role and working area.



4.2 The Mandatory Training Accountability Framework outlines everyone's roles and responsibilities to ensure mandatory training compliance and that staff are supported to work safely.

Intervention	Description	Responsible
Completion of the required Statutory and Mandatory Training	Statutory and mandatory training is completed and refreshed as required.	All staff
Providing protected time for training / Rostering	There is a safe level of staff on shift with the appropriate level of skills and knowledge required.	Line Managers
Achievement Reviews	The staff has a regular review of their mandatory training compliance with their line manager through the achievement review process and supportive	All staff and Line Managers

	<p>measures are put in place to enable staff to meet the required compliance. This is documented in the achievement review record and action to address non-compliance followed up by the member of staff and their line manager.</p>	
Developing and delivering mandatory training	The relevant subject matter experts and education have a responsibility to ensure that the required mandatory training is provided and that this meets an appropriate level against key national frameworks	Subject Matter Experts and Education Team
Monitoring and review	<p>The Mandatory and Essential Training Group has corporate responsibility for monitoring Trust Wide Mandatory Training.</p> <p>The subject matter experts have responsibility for working collaboratively with Education and the ISU's in the monitoring and review of mandatory training</p> <p>The ISU's have responsibility for regularly monitoring their compliance and addressing non-compliance pro-actively with the support from the Subject Matter Experts and Education Team</p> <p>Line managers have a responsibility for regularly reviewing their staff compliance and supporting staff to reach the required compliance. This must also be discussed and reviewed as part of the achievement review process (as above).</p>	<p>Mandatory Training Group</p> <p>Subject Matter Experts</p> <p>ISU's</p> <p>Line Managers</p>
Specific action planning to address non-compliance	The Subject Matter Experts have responsibility for working collaboratively with Education to develop action plans to address non-compliance.	Subject Matter Experts and Education Team

Departmental level teaching	Departments should provide local level teaching opportunities specific to the department and scope of practice to ensure essential skills are met and that mandatory training is enhanced in practice	Line Managers
Trust policies	Departments and staff must adhere to Trust Policies. Line Managers must ensure staff are aware of the relevant Trust Policies.	All staff Line Managers
Supervision / mentoring / buddying	All staff must have an appropriate level of supervision for their role and to ensure they are practicing safely based on their level of skills and knowledge.	Line Managers
Preceptorship	Preceptorship must be provided to all newly qualified staff.	Line Managers
Audit	Regular audit must be carried out to identify areas of risk and improvement and recommendations must be implemented.	Line Managers and Service Leads
Debriefing	Debriefing must be provided to staff following an event or incident.	Line Managers
Simulation	Staff must be given the opportunity to practice skills and knowledge in a safe environment, away from their clinical area if required.	Line Managers
Further educational support	Staff must be provided with targeted education intervention where identified	Line Managers and Education Team

4.3

Executive Directors / Trust Boards:

Responsible for:

- Supporting and promoting the development of a learning culture across the organisations.
- An organisational commitment to providing staff with the required time to undertake training.
- Through the People Committee, review compliance and recommendations provided by the People and Education Governance Group (PEGG) and the Mandatory and Essential Training Group and agree on them on behalf of the Trust.
- Ensure that all staff are aware of their roles and responsibilities in implementing the Mandatory and Essential Training Policy.

Chief Executive

Is responsible for ensuring that Core Training is provided to all employees and that;

- Sufficient resources are in place to support Mandatory and Essential Training.
- The Education Directorate ensures that staff, who fail to attend training are highlighted and non-attendance procedures are implemented.
- Workforce planning is in place to ensure that staff can be released for training.

Senior Managers:

Responsible for:

- Ensuring that line managers and staff members are supported in discharging their responsibilities as outlined below.
- Providing a strategic context that will inform the education and development directorate of any needs required to support continual service improvement.
- Effectively communicating with their line managers and the education and development team in order to inform the Training Needs Analysis.

Line Managers:

It is their responsibility to:

- Ensure that through Annual Achievement Reviews that all their staff is aware of their education and development requirements are relevant to their role, as stipulated in the Mandatory and Essential Training Policy and individual training needs analysis. These should be incorporated into the individual's Personal Development Plan. Incremental points can be stopped if mandatory training needs have not been met. Please see the Achievement Review Policy (H6)

- Ensure that all staff updates their Mandatory and Essential Training within the time frames highlighted within their individual Training Needs Analysis.
- Ensure that all new staff attends the appropriate Induction training as per the Induction Policy (T2).
- Ensure staff are provided with the protected time in their normal working hours to complete required Mandatory and Essential training and that this is planned in advance through rostering. Managers will need to be flexible for those working out of hours and ensure staff is provided with the necessary time to complete training.
- Monitor the training reports produced by The Hive for example Department Compliance / Individual Compliance. Engage with the education and development department in developing and supporting action plans to address areas of poor compliance.
- Assist the Education team in investigating non-attendance at training and ensuring attendance at the next appropriate session. Follow up on any non-attendance and ensure compliance is achieved.
- To be accountable for underperforming staff members.

Employees

It is their responsibility to:

- To participate in their Achievement Review and take responsibility for meeting any training objectives set as per the document. The Achievement Review will be agreed upon by the individual and the line manager.
- To fully participate in education and development to ensure the evidence-based practice is delivered.
- To enrol on and complete the relevant parts of the core training programme as identified by the Mandatory and Essential Training Policy and individual training needs analysis.
- - To ensure the line manager has authorised release from the workplace in order to train or undertake relevant education.
 - Inform their managers and the training department if they have any special considerations which may affect their training.
 - To keep any non-attendance to a minimum and if they need to cancel attendance it must be done 24hrs prior to the course start. Failure of notification will result in the department being charged a fee. (Appendix 2)
 - To ensure the line manager is aware of any circumstances that might prevent attendance/participation in a timely manner. Non-attendance must be pre-approved by the line manager.
 - Rebook if non-attendance occurs.
 - Ensure that they sign the attendance register and familiarise themselves with the information presented which will also be available on the Trusts intranet.
 - To keep personal records of attendance at all training.
 - To complete evaluation forms from courses or study days to enhance education delivery. (Appendix 4)

Subject Matter Experts / Training Providers

It is their responsibility to:

- Advise the Education team (specifically Mandatory Training and Clinical Skills Lead) of new statutory and mandatory requirements within their specialist fields. It is emphasised that the Subject Matter Experts have a responsibility for maintaining the accuracy of the information which is presented within training. This information should also reflect national requirements and legislative agreements based on the best practice evidence and are updated to reflect any changes as and when they occur.
- Ensure that training is delivered to staff in an appropriate and effective way and aligned with the objectives of the core skills training framework (skills for health).
- Undertake a regular evaluation of their training sessions by reviewing feedback from the course evaluation, to ensure that training is relevant and informative.
- Administer the recording of attendance and completion of the training by delegates.
- Provide data to the Education Directorate that is required to evidence compliance with the Core Training Policy.
- Continually develop cost-effective solutions for the delivery of education and development.
- Comply with the operating policy and procedures of the Horizon Centre

Education Directorate:

Responsible for

- Identifying the specific mandatory training needs for the Trust and making recommendations for amendments to the Policy and Training Needs Analysis to the People and Education Governance Group (PEGG).
- For implementing the Policy and Training Needs Analysis through the management of the Education Directorate functions ensuring the provision of training infrastructure and faculty in partnership with the Subject Matter Experts for specific training e.g. Information Governance and safeguarding.
- Ensuring that training is quality assured and meets expected standards and responsible for addressing identified shortfalls.
- Acting on the findings of the monthly RAG-rated compliance reports supplied from the Education and Development Directorate. Work alongside Subject Matter Experts and ISU's in developing action plans to address non-compliance.
- If a TSDFT team or individual does not attend booked training then the individual and manager will automatically be notified of non-attendance by the HIVE.

- The Training Admin Team will provide a quarterly report to the TSDFT finance department, which will contact managers and deduct a budget transfer of £25 for non-attendance. Some courses may incur a higher charge due to the nature and length of the course.
- For non-TSDFT individuals or teams that do-not attend booked training then the individual and manager will be automatically notified of non-attendance by the HIVE. The Training Admin Team will provide a monthly report to finance.
- The training admin team will provide an up-to-date list of these charges and courses.
- To plan, organise and deliver the Induction process relating to Mandatory training and ensure this is reviewed on an annual basis.
- Provide specialist advice to the Trust to ensure it meets the legislative requirements (CQC) for Induction and Mandatory training.
- To ensure there is a system in place to manage mandatory and essential training, which is made available to all staff within the Trust, and to provide flexible arrangements to meet staff requirements wherever possible.
- To identify cost-effective methods of mandatory training delivery and investment implications.
- To review the Mandatory and Essential Training Policy every three years and update it in accordance with the new legislation and national drivers.
- To ensure that communication of the Mandatory and Essential Training Policy is disseminated throughout the Trust.
- Provide information on the dates, venues, and further details of Mandatory Training programmes and circulate widely within the organisation i.e. training prospectus, intranet, posters, team brief.
- Ensure that accurate details of courses, future dates, etc. are kept up to date on the Hive, intranet, and other sources of communication.
- Administer the nomination and booking processes, generating letters and confirmation of bookings to employees and attendance lists to training leads.
- Maintain and keep up-to-date accurate records of attendance at Mandatory Training utilising the Electronic Staff Record (ESR) and the learner management system (HIVE)
- Undertake regular audits on training compliance and forward reports and concerns to appropriate forums and Governance meetings.
- Co-ordinate the return of feedback from evaluation forms to the relevant speakers and advise action to be taken where appropriate.

5. Annual Review and Development of Training Plans Including Training Needs Analysis (TNA)

- 5.1 In line with the Risk Management Standards for NHS organisations, there will be an annual training needs analysis undertaken by the Education and Development Team in consultation with Subject Matter Experts, and managers and coordinated by the Mandatory Training and Clinical Skills Lead. This will review the education, mandatory and essential training, and development needs of the organisation.

- 5.2 Guidance will be sought from Subject Matter Experts for statutory, mandatory, and essential training. This will ensure that governance requirements for the Trust are met which are set by reviewing the minimum data set of the Core Skills Framework and CQC.
- 5.3 Individual Training Needs Analysis is provided as a guide for staff and managers to use to understand what training is relevant to them and how they may seek to complete the training. The matrix should be used in conjunction with the learner management system “The Hive” and individual subject policies where further information is required. Subject Matter Experts and the Education Team can also provide assistance if required.
- 5.4 The Trust will use the Core Skills for Health document – Core Skills Framework as a template for all mandatory training topics. This document provides links to the CQC and General Medical Council (GMC) and provides the trust with standardised refresher periods and guidance on who needs to complete each individual topic.
- 5.5 Individual Training Needs Analysis (TNA) is located on individual staff pages on the learner management system of the HIVE.

6. The Hive and Action Plan for Delivery

- 6.1 The Education Directorate will ensure that all staff can access the Mandatory and Essential Training Policy and staff’s Individual training compliance through the Hive. Staff are able to book courses themselves using the HIVE or alternatively the training administration team is also contactable by telephone and email to assist staff in finding and booking appropriate training courses.
- 6.2 The Hive provides information on the dates, venues, and details of mandatory training programmes. It will be updated and reviewed regularly by subject matter experts.
- 6.3 Any changes to either the content, delivery, or monitoring of mandatory training will be circulated widely within the organisations (for example through the Trust Bulletins / Team Brief or All Managers meetings), particularly where this relates to management actions to improve compliance. Systemic learning from regular changes will be reflected in updates to the Policy itself.

7. Recording and Reporting Mandatory Training / Monitoring compliance and effectiveness

- 7.1 Individual trainers can update the HIVE or submit signed attendance registers to the training admin team who will then log this onto the HIVE.
- 7.2 Training completed via the HIVE is recorded directly onto the staff members’ training record which is held on the HIVE and ESR.
- 7.3 Compliance can be monitored for any mandatory training where it has been assigned to a member of staff and is recorded on the HIVE.

7.4 The Education Team will,

- All booking confirmations will be received by automated email notification to the individual and line manager
- Monitor compliance and produce staff training records and regular reports. This can be managed by the line manager and the HIVE support team

7.6 Compliance reports are one of the main agenda points for review at the Mandatory and Essential Training Group and People and Education Governance Group (PEGG).

7.7 Other reports to cover mandatory training are provided by request and to inform other monitoring bodies (for example Information Governance, and Safeguarding Boards).

7.8 Where non-compliance is identified the education directorate will work with the subject matter experts, training leads, and senior managers to develop action plans in order to address the shortfall.

7.9 Complying with Mandatory Training will support and contribute to the health and safety of staff, patients, and visitors. Failure to comply will be highlighted and discussed at Health and Safety Committee meetings.

8. Following up Non-Attendance.

8.1 Non-attendance will be monitored by the Line Manager of the individual or team and the training admin team. Where there are persistent non-attendance departments will continue to be charged

- Members of staff and managers will receive an automated email from the HIVE, informing them of charges to be made due to non-attendance. Appendix 2
- Repeated non-compliance with this policy will be managed in accordance with the Achievement Review policy (H6). Increment progression maybe deferred as a result of ongoing non-compliance.

9. Training and Awareness

9.1 This policy will be published on the Trusts policy page following authorisation by the Executive Directors. Following publication, the Education Directorate will ensure that its publication is highlighted and disseminated across the Trust using various media including all staff briefing.

9.2 Staff awareness of this policy will be raised in mandatory training courses highlighting differences from the preceding policy and resolving issues as they

arise. Previous versions of the Mandatory and Essential Training Policy and Training Needs Analysis will be archived using the processes developed for the management of documents in the Document Library.

9.3 Trust staff will be made aware of their responsibilities for mandatory and essential training through attendance at Induction.

9.4 Managers are responsible for ensuring their staff are aware of their mandatory and essential training requirements.

10. Monitoring, Audit, and Review Procedures

10.1 This policy will be monitored and audited on a regular basis. A full review will take place every two years or following a change to associated legislation or national /local terms and conditions of service and is the responsibility of the Associate Director for Education. Any changes to the NHSLA Minimum Data Set will be included as and when necessary.

Appendix 1 - Statutory Training Requirements
Core Skills Training Framework – Skills for Health – National Standards

Mandatory Topic	Statutory Law / Governing Body	Refresher Periods
Conflict Resolution	NHS Protect / Awaiting a replacement	Three Yearly
Equality and Diversity	Equality Act 2010	Three Yearly
Fire	Regulatory Reform Order 2005	Two Yearly
Health and Safety	Health and Safety Act 1974	Three Yearly
Infection Control Level 1 – Non-Clinical Level 2 – Clinical	Health and Social Care Act 2008	Three Yearly Annual
Data Protection (Information Governance)	General Data Protection Regulations / Freedom of Information Act	Annual
Manual Handling Level 1 – Non-Patient Level 2 – Patient	Manual Handling Operations Regulations 1992 as amended by Management of Health and Safety at Work Regulations 1999	Three Yearly Annual
Prevent (Radicalisation) Basic Awareness Level 1-2 Preventing Radicalisation – Prevent Awareness Level 3-	NHS England	Three Yearly Once
Resuscitation Non-Clinical Staff Level 1	Resuscitation Council	Once

Adult Basic Life Support		Annual
Paediatric Life Support		Annual
Immediate Life Support		Annual
Safeguarding Adults Level 1-5	Mental Capacity Act 2005	Three Yearly
Safeguarding Children Level 1-4	The Children Act 1989 and 2004	Three-yearly
Oliver McGowan Tier 1 Tier 2	The Right to be Heard 2019	Annual TBC

Appendix 2 – Non-Attendance & Cancellation Charging Policy

Aim of the policy

- The aim of this policy is to provide managers with clear information on the charges that will be implemented for the cancellation of training places, and for the non-attendance of booked participants.

Reason for policy

- The extensive training programmes are costly both financially in terms of commissioning trainers, administration, and venue costs. The demand for places on training programmes means that every place booked needs to be utilised.

Cancellations

- Cancellation charges will apply to some booked places such as, PILS, ILS and First Aid Courses 2 weeks and Epilepsy, 1 week. The charge for cancellation will be £25 per day for each training day cancelled. The cancellation charge for half a day and a full day will be £25.
- There will be no charge if you substitute another person to fill the place at the point of cancellation. Cancellation charges will apply to all external organisations including PVI sectors.
- If a cancellation is required this can be completed by the individual or through the Training Admin Team on tsdft.training@nhs.net or 01803 656600

Non-attendance/DNA

- Non-attendance on the day (did not attend and did not cancel) will be charged at a rate of £25 per day, for each day of non-attendance. Email notification will be sent as below.

Learner receives on No Show attendance

Dear [firstname],

It has come to our attention that you failed to attend the following booked session.

The details recorded are as follows;

Course: [coursename]

Date(s) and location(s):

[#sessions]

[session:startdate], [session:starttime] - [session:finishdate], [session:finishtime]

[session:timezone]

Duration: [session:duration]

Room: [session:room:name]

Building: [session:room:cf_building]

Location: [session:room:cf_location]

[/sessions]

The booking unfortunately was not cancelled prior to the course start date. All training courses have limited places and an unexplained absence such as this means the place could not be offered to someone else. Therefore, a charge of £25 has been incurred.

An invoice requesting payment will be forwarded at the end of the month to your department.

Regards,
Education & Development
email: tsdft.training@nhs.net
tel: 01803 656600

Manager attached to the learner will receive

Hello,
It has come to our attention that [firstname] [lastname] failed to attend the following booked session. As their registered manager on the Hive your budget code will incur a non-attendance charge at the end of the month.

Course: [coursename]

Date(s) and location(s):

[#sessions]

[session:startdate], [session:starttime] - [session:finishdate], [session:finishtime]

[session:timezone]

Duration: [session:duration]

Room: [session:room:name]

Building: [session:room:cf_building]

Location: [session:room:cf_location]

[/sessions]

The booking unfortunately was not cancelled prior to the course start date. All training courses have limited places and an unexplained absence such as this means the place could not be offered to someone else. Therefore, a charge of £25 has been incurred.

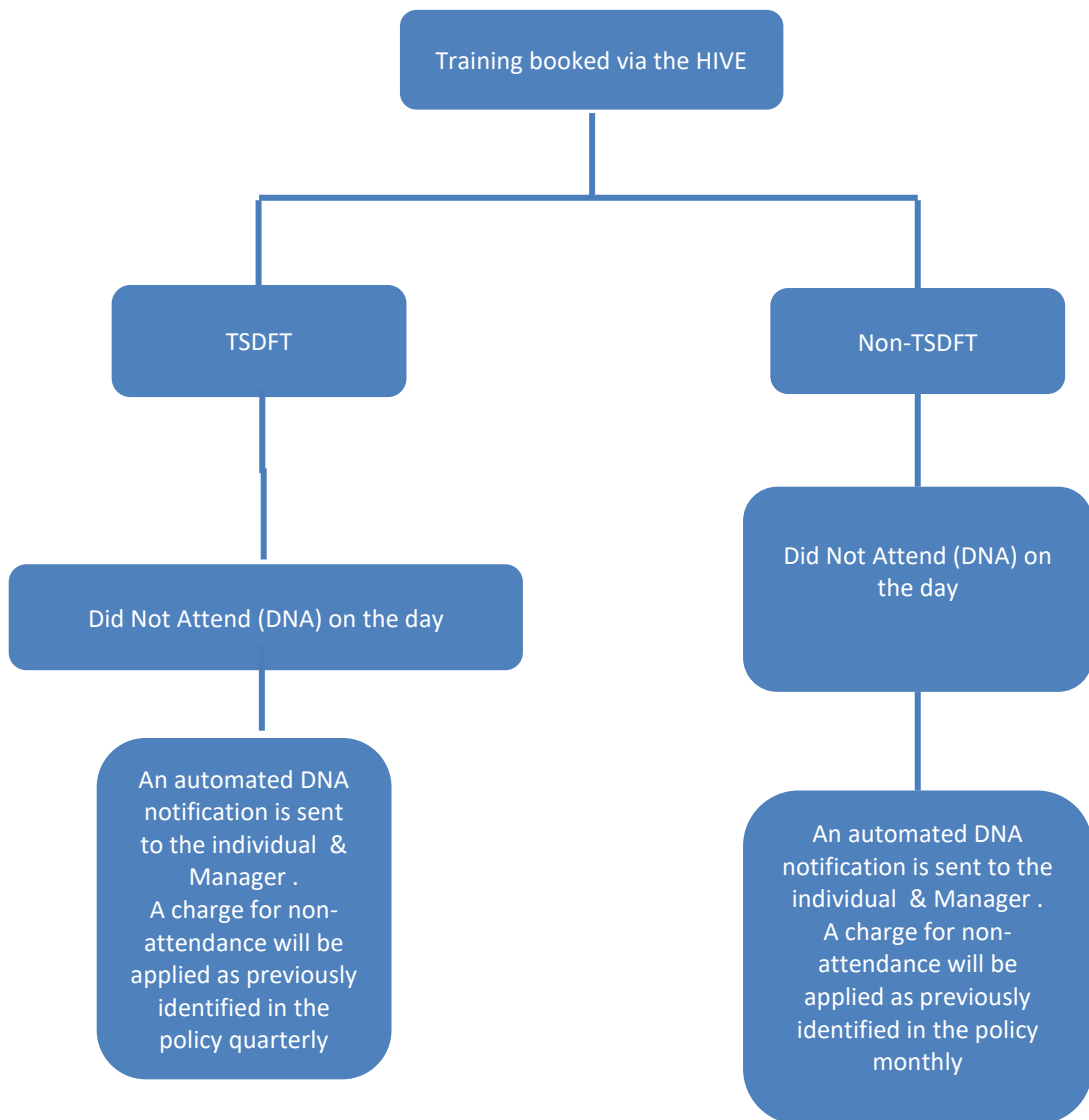
An invoice requesting payment will be forwarded at the end of the month to your department.

Regards,

Education & Development
email: tsdft.training@nhs.net
tel: 01803 656600

Extenuating circumstances will be considered at the discretion of the Centre Manager and trainer or subject matter expert.

Non- Attendance Process



August 2012

Appendix 3 - Course Evaluation Forms

Course evaluation can be given by using a QR code unique to the course or by using the course evaluation form below.

Private & Confidential

Course Title.....

Date.....

Trainer's Name.....

In order for us to assess your immediate reaction to the event, would you please take the time to complete this validation questionnaire? As a result of your comments, we may make changes to the programme in line with our customer satisfaction policy.

1) Did the course meet its stated objectives? * Please circle as appropriate

Fully met			Not at all		
6	5	4	3	2	1

Comments:.....

2) Has your knowledge of the subject or your skills improved as a result of the training?

Much improved			Not Changed		
6	5	4	3	2	1

Comments:.....

3) Will you be able to use the knowledge/skills gained, in your workplace?

Yes Fully			Not at all		
6	5	4	3	2	1

Comments:.....

4) To what extent did the trainer deliver the course in a manner conducive to your learning?

Fully	Not at all
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6	5	4	3	2	1
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Comments:.....

5) How conducive was the venue/environment to your learning?

Very			Not at all		
6	5	4	3	2	1

Comments:.....

6) How effective was the course administration?

Very effective			Not effective		
6	5	4	3	2	1

Comments:.....

7) What was the most useful part of the event?

8) What was the least useful part of the event?

9) What additional comments would you like to make about the course overall?

Please complete this questionnaire and hand to the course trainer before leaving. Or return back to the Training Team, Horizon Centre, Torbay Hospital, Lawes Bridge, Torquay. Thank you for your time.

Appendix 4 – Mandatory and Essential Training Governance Process

The Mandatory Training Group is responsible for providing oversight and monitoring of mandatory training compliance and ensuring non-compliance is addressed in collaboration with the subject matter experts and integrated Service Units (ISU's). The ISU's have responsibility for regularly monitoring their compliance at the different levels and being proactive about implementing interventions to make improvements, where compliance is not met. The Education Team and Subject Matter Experts already work closely with the ISU's to support them in addressing non-compliance and this collaboration will need to be a core priority going forward in order to reach the required compliance levels.

