



# Statutory & Mandatory Training Policy

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9.0	23/04/14	CM Sharp	A	Approved by SMG 23/04/14
10	09/09/15	CM Sharp	A	TNA Matrix update and amendment to compliance process
11	04/02/16	CM Sharp	A	TNA Matrix update, missing reference to
11.1	Sept 2017		A	Extension agreed at Sept 2017. Policy reflects best/current practice.
11.2	Feb 2018	Risk Team	A	Document formatted - New visual identity

11.3	Sep 2018		A	Review of Learning & Development policy underway – proposing stat and mand will be incorporated into this policy as appendices. Reviewed and remains fit for purpose extension agreed at Sep TMG until Jan 19
11.4	Feb 19	Wendy Kelvin	A	TMG approved extension of review date for 1 year pending development of future career framework.
11.5	November 2020	Ruth Parker	D	TMG approved extension of review until February 2021
11.6	Jan 2021	Risk Team	D	TMG approved extension of review until may 2021
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## Staff Summary

The Statutory and Mandatory Training Policy applies to all levels and types of permanent staff employed by the Trust (e.g. those staff with a contract of employment with the Trust)

The Statutory and Mandatory Training Policy does not apply to voluntary staff who are working without a contract of employment but are subject to the management arrangements of the organisation such as Community First Responders and Voluntary Car Drivers. YAS has developed separate policies and procedures relating to voluntary staff.

### 1.0 Introduction

1.1 The Yorkshire Ambulance Service NHS Trust (YAS) has developed a Statutory and Mandatory Training Policy to ensure a consistent approach is taken to the provision, delivery and monitoring of Statutory and Mandatory Training. YAS is fully committed to ensuring that all staff attend Statutory and Mandatory training in accordance with the requirements of their role, which meet legislative and regulatory requirements and demonstrate good employment practice.

### 2.0 Purpose/Scope

2.1 This policy will ensure that there is a process whereby all mandatory training is consistently delivered and recorded in order to achieve a well-trained, competent and capable workforce enabling the organisation to provide safe, high quality patient care in a timely and professional manner.

### 3.0 Process

#### 3.1 Identification of Training needs

3.1.1 YAS adopts a robust approach towards the analysis of training needs for all staff. Training needs are determined by consideration of the risk to which staff groups are exposed and any relevant standards that are applicable to the area of the Trust

3.1.2 The training need analysis (TNA) process facilitates the identification of training requirements, the planning of associated activities, and the development of the Training Prospectus. The training programme is therefore designed to ensure that training is:

- Linked clearly to organisational objectives
- Developed to address the individual and collective training requirements, in terms of both knowledge and preferred learning styles, and in accordance to accepted training principles supported by the organisation
- Delivered to minimise the impact on normal operational activity by methods appropriate to the needs of staff and the management of risk.

3.1.3 The TNA is formed through a number of collection methods:

- Group discussions with subject matter experts involved with the management of risk. The primary identification of training needs will be discussed with the Risk/Safety department and Clinical Directorate in order to that identified risks can be discussed with a view to agreeing the training interventions required.

- Changes to work processes and roles resulting from service changes (as outlined in the Trust Business plan) are identified at Senior Management Group meetings. New roles and major changes to roles are agreed through the Trust's governance arrangements. This includes consideration of amended training and development needs (including those relating to statutory and mandatory training).

3.1.4 In order to identify the training needs of staff the Associate Director of Organisational Effectiveness & Education will undertake a structured collection of data from the Education & Training sub-group meetings in order to gather:

- **Evaluation Plan**
  - Measurable learning outcomes to mitigate identified risks
  - Changes to current working practices, job roles and organisational design
  - Analysis of audit, complaint and incident information
  - Results of external assessments such as those carried out by the NHS Litigation Authority or Care Quality Commission
  - Needs resulting from new or revised legislation or NHS guidance on good practice
- **Course objectives**
  - The competencies the target staff need to be able to demonstrate
- **Delivery methods**
  - Methods of delivery deemed appropriate and why
- **Training Implementation Plan**
  - How the identified training needs will be delivered including staff level, numbers and timescales.

## 3.2 Process for checking Statutory and Mandatory Training completion

3.2.1 The Oracle Learning Management System (OLM) will be used to record and monitor that all staff undertake required initial and refresher Statutory and Mandatory training.

3.2.2 The Human Resources department will be responsible for informing the Organisational Effectiveness and Education Department on a weekly basis of all new appointments under contract of employment with the Trust. The information required includes:

- Name and payroll number (ESR Number)
- Start date
- Job Role
- Work Base Location
- Preferred postal address for new employee
- Department/Directorate/Locality
- If they will be Managing staff (if known)

3.2.3 Upon receipt of the weekly appointment report from the Human Resources Department the Organisational Effectiveness and Education Department will use the Oracle Learning Management System (OLM) to record the Initial Statutory & Mandatory against the new starters OLM competency profile based on the agreed Training Needs Analysis for the appropriate staffing group.

- 3.2.4 The Organisational Effectiveness and Education department will book all new staff onto initial Statutory and Mandatory training events scheduled on OLM and will send confirmation in writing or on email of venue times and locations. Initial Statutory and Mandatory training is incorporated in either Corporate Induction (Non-operational staff) or Initial training (Operational staff).
- 3.2.5 Initial Statutory and Mandatory training that is not provided on either Initial Training or Corporate Induction is covered through a Statutory and Mandatory training workbook. The Statutory and Mandatory training workbook is provided to all staff at Corporate Induction and should be completed and returned to the Organisational Effectiveness and Education department within 3 months of employment commencement.
- 3.2.6 On receipt of the signed attendance list, both attendance and non-attendance will be recorded on the OLM system to enable compliance reporting. The returned Statutory and Mandatory training workbook will be assessed for full completion by staff in the Organisational Effectiveness and Education department, recorded on OLM and the answer sheet retained within the department as evidence of completion.
- 3.2.7 OLM reporting will be used to notify line managers when Statutory and Mandatory training refresher/updates are due for employees within their team. Line managers are required to identify update requirements within the Personal Development Review process. Line managers are also required to arrange the booking of their staff on Statutory and Mandatory training updates/refreshers in accordance with the agreed Training Needs Analysis for the appropriate staffing group.
- 3.2.8 Risk Management Training for Executive Directors and Non-Executive Directors is recorded within the action logs and minutes of the meetings. Training for other Senior Managers is recorded on OLM in line with the above procedure. The Risk and Safety department are responsible for recording completion and monitoring compliance for this training.

### **3.3 Process for following up those who fail to attend relevant Statutory and Mandatory Training**

- 3.3.1 The Organisational Effectiveness and Education Department will use OLM reporting to inform individual Line managers in writing or on email of any non-attendance and the expectation that outstanding Statutory and Mandatory should be completed in line with the timeframes detailed in the Training Needs Analysis.
- 3.3.2 Associate Directors or Executive Directors will be informed of any persistent non-attendance of any staff within their Directorate. The Organisational Effectiveness and Education department will reserve the right to withhold any non-mandatory education and training provision until the employee has successfully attended and completed this requirement.

### **3.4 Process for coordinating Training Records**

3.4.1 The Organisational Effectiveness and Education are responsible for the administration of the departments training records. All the Trusts training programmes that are associated with the Training Needs Analysis are set up on OLM by the Workforce Intelligence and Planning team. Bookings are placed on OLM and attendance and compliance is monitored through the reporting functionality of OLM

### **4.0 Training expectations for staff**

4.1.1 Statutory and Mandatory Training delivery will be based on data analysis of the Training Implementation Plan conducted within the development of the Training Needs Analysis.

4.1.2 An annual Training Implementation Plan will be discussed at both the Education and Training Sub Group and Senior Management Group Meetings. Recommendations on the Training Implementation Plan will be submitted to the Trust Executive Group for formal agreement and sign off.

4.1.3 The Organisational Effectiveness and Education department will create an Annual Training Prospectus that reflects the Training Needs Analysis.

4.1.4 All the training identified in the Statutory & Mandatory TNA is summarised within this policy (Appendix A) however a detailed description of each identified training need will be published in an Annual Training prospectus and linked to the associated risk identified. All other education and training offerings will come from key organisational objectives and through the collation of identified training needs collated within the Personal Development Review process.

4.1.1 The Training Prospectus will contain detailed description of:

- Course aims
- Courses objectives
- Course duration
- Availability
- Target audience
- Booking and enquiry details
- Training method/Delivery mechanism
- Information regarding frequency of update/refresher training
- Assessment details

4.1.2 The Annual Training Prospectus is subject to agreement from the Education & Training Sub Group and will be published on the YAS Intranet at the start of each financial year.

### **4.2 Initial Statutory and Mandatory Training**

4.2.1 All new staff are required to undertake the Statutory and Mandatory training relevant to their position within the Trust



- 4.2.2 The Trust will provide initial Statutory and Mandatory training as detailed within TNA using a blended learning approach of e-learning, workbooks and tutor-led assessments. The TNA will detail the type and frequency of training each staff group are required to receive. Initial Statutory and Mandatory training for non-operational will start as part of Corporate Induction which all new employees that are employed by the Trust are required to attend as identified in the Trusts Corporate and Local Induction Policy
- 4.2.3 Initial Statutory and Mandatory forms a crucial part of an employee's introduction to the Trust, as it identifies the organisation's values, strategies, processes and key information to reduce risk to themselves and the patients they care for.
- 4.2.4 A full Training Needs Analysis of Initial Statutory and Mandatory Training provision is listed in Appendix A.

### **4.3 Refresher / Update Mandatory Training**

- 4.3.1 The Organisational Learning Manager is responsible for ensuring that there is a programme of update/refresher training available to all staff. The delivery methods will constantly evolve as new learning technology is deployed across the service. A blended learning solution of e- learning, workbooks and tutor led practical assessments will be used for all Statutory and Mandatory Training.
- 4.3.2 The Organisational Effectiveness and Education Department will record completed Refresher/Update Statutory and Mandatory Training on OLM in order to monitor compliance. Further detailed evidence of training related to the learning outcomes achieved will be recorded as follows:
- E-learning (YAS 247) - records will uploaded to the NLMS (National Learning Management System)
  - Workbooks (MCQ's) – will be retained on the employees personal training file
  - Practical Tutor-led assessments – Learning outcomes and any associated action plans will be retained on the employee' personal training file.
- 4.3.3 The Trust is committed to ensuring that all staff are provided with regular training updates to reflect changes and updates in legislation, NHS policy and associated national drivers.
- 4.3.4 A full TNA of Refresher/Update Statutory and Mandatory Training provision is listed in Appendix B.

### **5.0 Implementation Plan**

- 5.1.1 The latest approved version of this Policy will be posted on the Trust Intranet site for all members of staff to view. New members of staff will be signposted to how to find and access this guidance during Trust Induction'

## 6.0 Monitoring compliance with this Policy

Standard	Monitor
<b>Process for developing a TNA</b>	The TNA will be reviewed by the OE&E Department on an annual basis prior to the commencement of each financial year. The TNA will be submitted by the Heads of Service for OE&E to the Education and Training Sub-Group for formal approval which in turn provides recommendations to the Trust's Senior
<b>Process for developing an Action Plan</b>	The training implementation plan will be discussed at both the Strategic Health & Safety Committee meetings and Directorate Education and Training Sub-Group Meetings. The action plan will then be submitted to the Senior Management Group for formal sign off prior to the commencement of each
<b>Process for developing an Annual Training Prospectus</b>	The Annual Training Prospectus will be updated by the OE&E Department following the approval of the TNA. The TNA will then be submitted to the Senior Management Group for final formal approval prior to the commencement of each financial year.
<b>Process for checking that all permanent staff complete training in accordance with TNA</b>	<p>The OE&amp;E Department will use OLM throughout the process of booking and follow up in order to effectively monitor compliance against the employees competence record which is set up at the start of the Corporate and Local Induction process</p> <p>As part of the Yorkshire Ambulance Service's clinical governance and risk management arrangements, records of attendance for all staff undergoing initial Statutory and Mandatory Training will be monitored by the OEED department through monthly reports provided by the Workforce Intelligence &amp; Planning Team. Reports on initial mandatory training will be provided to departmental and service line managers on a monthly basis for action.</p> <p>Reports on refresher/update requirements will again be reported to departmental and service line managers on a monthly basis for action. Copies of the reports will also be sent to HR business partners where there will be an expectation that non-compliance is addressed and that the timely booking of staff that are due to expire are booked on the nearest available date prior to expiry.</p> <p>Risk Management Training for Executive Directors and Non- Executive Directors is recorded within the action logs and minutes of the meetings. Training for other Senior Managers is recorded on OLM in line with the above procedure. The Risk and Safety department are responsible for recording completion and monitoring compliance for this training.</p>

	<p>Directorate compliance reports will be provided to the Trust Management Group (TMG) on a quarterly basis and scrutinised by the Quality Committee as part of the overall performance reporting process</p>
<p><b>Process for following up non- attendance</b></p>	<p>The OE&amp;E Department will monitor attendance and completion of Initial Statutory and Mandatory Training. All non-attendees will be contacted regarding new dates and attendance monitored the OE&amp;E Department.</p> <p>The OE&amp;E Department will write to or email managers to follow up on non-attendance. The Workforce &amp; Assurance Co-ordinator will provide Associate Directors or Executive Directors with a scheduled monthly report on non- attendance that results in a breach of compliance. The names listed on the reports will remain be listed until attendance is confirmed.</p> <p>The Organisational Effectiveness and Education and department will reserve the right to withhold any non- mandatory education and training provision until the employee has successfully attended and completed this requirement</p>
<p><b>Process for coordinating training records</b></p>	<p>The Organisational Learning Manager is responsible for the effective manager of training records. The Head of Leadership &amp; Learning will monitor the effectiveness of this coordination at monthly meetings</p>

## 7.0 Appendices

### Appendix A - Roles & Responsibilities

#### The Trust Board

- To ensure that the policy is applied throughout the Trust
- To review statistical data and trends from quarterly reports and act on subsequent recommendations from the Executive Director of People & Engagement. To regularly review the effectiveness of the policy, in consultation with staff side representatives
- To enable staff to receive Statutory and Mandatory training “during working hours” with protected time, cover arrangements and appropriate funding.

#### The Organisational Effectiveness & Education Department

The Organisational Effectiveness & Education department is responsible for ensuring there is a system in place to manage, maintain and define mandatory training.

The Organisational Effectiveness & Education Department is also responsible for:

- Identifying the most effective methods of mandatory training delivery and investment implications
- Reviewing the Statutory and Mandatory training policy in line with changes in legislation or national policy
- Ensuring that communication of the Statutory and Mandatory Training Policy is disseminated throughout the Trust
- Providing information regarding dates, venues and further details of Statutory and Mandatory Training and circulate these widely within the organization
- Administering the nomination and booking processes, generating letters and confirmation of bookings to employees and attendance list to tutors/training leads
- Maintaining and keeping up to date accurate records of attendance at Statutory and Mandatory training, utilising the Oracle Learning Management System (OLM)
- Undertaking regular audits on training compliance (attendance and non-attendance) and forwarding reports and concerns to the appropriate governance committees.
- Monitoring and evaluating training feedback co-ordinating return of feedback from evaluation forms to the relevant speakers and advise action to be taken where appropriate

#### The Line Manager

The Line Manager is accountable ensuring that their staff are compliant in relevant Statutory and Mandatory training. This means the Manager must ensure that attendance on the Statutory and Mandatory programme is resourced and prioritised over all other training in order to comply with this policy.

The Line Manager is also responsible for:

- Reviewing reports for attendance and non-attendance of staff within their areas of responsibility and implement action where necessary
- Ensuring staff within their area of responsibility are advised of the

mandatory training requirements for their role, as identified within this policy

- Investigating non-attendance at of their staff and ensuring attendance at the next appropriate session where possible.
- Ensuring individual staff training records and personal development plans are accurate and up to date

### **The Associate Director for Risk and Safety**

The Associate Director for Risk and Safety is responsible for the provision of Risk Management Training to Board Members and Senior Management. Training will be incorporated into Trust Board Development days for both Executive Directors and Non-Executive Directors and as part of a wider management development program for other Senior Managers in line with the Training Needs Analysis.

mandatory training sessions by members

### **The Individual Employee**

The Individual employee is required to attend mandatory training as booked, having ensured they have obtained approval from their Manager to be away from the workplace.

Maintain a personal record of their mandatory training in line with requirements as advised by their line manager and the Trusts Personal Development review process.

If unable to attend planned training, inform their line manager and the Organisational Effectiveness and Education Department at the earliest opportunity and arrange a further date within the required timescales.

### **Duties within Organisation**

The Trust employees staff in many different services and specialties therefore the delivery of Statutory and Mandatory training is reflective of the position and directorate.



The Organisational Effectiveness and Education department will use the Oracle Learning Management System (OLM) to record all Statutory and Mandatory training requirements for new employees under a contract of employment

The Organisational Effectiveness and Education department will be responsible for:

- Allocation of Statutory and Mandatory Training onto the individuals OLM Profile
- Ensuring attendance of both initial and refresher/update Statutory and Mandatory Training
- Adding Statutory and Mandatory training requirements to the competency profile of each new member of staff to ensure compliance reporting
- Monitoring and evaluating training feedback

## Appendix B – Training Needs Analysis

### Statutory and Mandatory Training required upon Induction 2015/16

Statutory and Mandatory Training Needs Analysis (2015/16)							
Updated for Feb 16				Yorkshire Ambulance Service  NHS Trust <i>An Aspirant Foundation Trust</i>			
Competence Requirement	Corporate Induction / Initial Training						
	NED's & Execs	Senior Managers & Managers	A&E Clinicians (EMT-2 & above)	A&E Non-Clinician (Inclusive of EMT-1)	PTS Ops	Comms/111 Staff	Support Staff & Admin
Bullying & Harassment	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning
Conflict Resolution (Violence & Aggression)	N/A	N/A	Tutor	Tutor	Tutor	N/A	N/A
Dementia	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning
Equality, Diversity & Human Rights	Blended Learning	Tutor*	Tutor	Tutor	Tutor	Blended Learning	Blended Learning
Fire Safety Awareness	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning
Fire Safety Lecture	Tutor	Tutor	Tutor	Tutor	Tutor	Tutor	Tutor
Health, Safety and Risk Awareness	Blended Learning	Tutor*	Tutor	Tutor	Tutor	Blended Learning	Blended Learning
Infection Control & Prevention (inc Innocuation & HH)	Tutor	Tutor	Tutor	Tutor	Tutor	Tutor	Tutor
Information Governance & Health Record Keeping	Blended Learning	Tutor	Tutor	Tutor	Tutor	Blended Learning	Blended Learning
Investigations of Incidents, Complaints & Claims	Tutor	Tutor*	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning
Mental Capacity Act	Blended Learning	Blended Learning	Tutor	Tutor	Tutor	Tutor	Blended Learning
Mental Health Awareness	Blended Learning	Blended Learning	Tutor	Tutor	Tutor	Tutor	Blended Learning
Moving & Handling (Loads)	Blended Learning	Blended Learning	Tutor	Tutor	Tutor	Blended Learning	Blended Learning
Moving & Handling (Patients)	N/A	N/A	Tutor	Tutor	Tutor	N/A	N/A
Obstetric Care	N/A	N/A	Tutor	Tutor	N/A	N/A	N/A
Paediatric Care	N/A	N/A	Tutor	Tutor	N/A	N/A	N/A
PREVENT Awareness	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning
PREVENT (WRAP)**	Tutor	Tutor	Tutor	Tutor	Tutor	Tutor	Tutor
Raising Concerns at Work (Whistleblowing)	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning
Resuscitation	Tutor	Tutor	Tutor	Tutor	Tutor	Tutor	Tutor
Risk Management	Tutor	Tutor*	N/A	N/A	N/A	N/A	N/A
Safeguarding Adults	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning
Safeguarding Children (Level 1)	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning
Safeguarding Children (Level 2)**	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning	Blended Learning
Stroke Care	N/A	N/A	Tutor	Tutor	Tutor	N/A	N/A
Waste Management	Blended Learning	Blended Learning	Tutor	Tutor	Tutor	Blended Learning	Blended Learning

Blended Learning - Primarily through the Trusts Statutory & Mandatory training workbook however this could also include Tutor-led support, eLearning, or validation questionnaire

Tutor led training is to be completed within 3 months of commencement in role unless marked with an \*

\* To be completed as part of Manager Induction Programme within 6 months of commencement in post

\*\* Applicable only to specific roles

Information Governance – SIRO (Annual e-learning) and IAO (e-learning once followed by twice yearly IAO event workshops)

## Statutory and Mandatory Training – Refresher/Updates – Non Execs and Executive Officers

Non Executive Director and Executive Director Role Requirements	Primary Delivery Method	Frequency of Training (minimum)	Refresher Training Due				
			2015/16	2016/17	2017/18	2018/19	2019/20
Investigations of Incidents, Complaints & Claims	Tutor	TBA	Assessed Annually**				
Risk Management	Tutor	TBA	Assessed Annually**				
Fire Safety Lecture	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Resuscitation	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Safeguarding Children (Level 2)*	Safeguarding Workbook	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Fire Safety Awareness	YAS 247/Workbook	Annually	Y	Y	Y	Y	Y
Information Governance & Health Record Keeping	YAS 247/Workbook	Annually	Y	Y	Y	Y	Y
PREVENT (WRAP)*	Operational Update	Annually	Y	Y	Y	Y	Y
Bullying & Harassment	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Equality, Diversity & Human Rights	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Health, Safety and Risk Awareness	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Infection Control & Prevention (inc Innocuation & HH)	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
PREVENT Awareness	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Raising Concerns at Work (Whistleblowing)	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Safeguarding Adults	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Safeguarding Children (Level 1)	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Conflict Resolution (Violence & Aggression)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Dementia	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Mental Capacity Act	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Mental Health Awareness	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Moving & Handling (Loads)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Moving & Handling (Patients)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Obstetric Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Paediatric Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Stroke Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Waste Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Where 'Y - 1/3' is displayed, there is a requirement to receive refresher training only 1 out of every 3 years							
* Applicable only to specific roles							
**Assessed on an annual basis and provided as required							
Information Governance – SIRO (Annual e-learning) and IAO (e-learning once followed by twice yearly IAO event workshops)							

**Statutory and Mandatory Training – Refresher/Updates – Senior Managers and Managers**

Senior Manager and Manager Role Requirements	Primary Delivery Method	Frequency of Training	Refresher Training Due				
			2015/	2016/	2017/	2018/	2019/
Risk Management*	Tutor	TBA	Assessed Annually****				
Fire Safety Lecture	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Resuscitation	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Safeguarding Children (Level 2)**	Safeguarding	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Fire Safety Awareness	YAS	Annually	Y	Y	Y	Y	Y
Information Governance & Health Record	YAS	Annually	Y	Y	Y	Y	Y
PREVENT (WRAP)**	Operational	Annually	Y	Y	Y	Y	Y
Bullying & Harassment	Stat & Mand	3 yearly	Y	N	Y	N	Y
Equality, Diversity & Human Rights***	Stat & Mand	3 yearly	Y	N	Y	N	Y
Health, Safety and Risk Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
Infection Control & Prevention (inc	Stat & Mand	3 yearly	Y	N	Y	N	Y
Investigations of Incidents, Complaints &	Stat & Mand	3 yearly	Y	N	Y	N	Y
Mental Capacity Act	Stat & Mand	3 yearly	Y	N	Y	N	Y
Mental Health Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
PREVENT Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
Raising Concerns at Work	Stat & Mand	3 yearly	Y	N	Y	N	Y
Safeguarding Adults	Stat & Mand	3 yearly	Y	N	Y	N	Y
Safeguarding Children (Level 1)	Stat & Mand	3 yearly	Y	N	Y	N	Y
Conflict Resolution (Violence &	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Dementia	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Moving & Handling (Loads)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Moving & Handling (Patients)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Obstetric Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Paediatric Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Stroke Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Waste Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Where 'Y - 1/3' is displayed, there is a requirement to receive refresher training only 1							
* Applicable only to specific managerial roles - additional IOSH training is currently being							
** Applicable only to specific roles							
*** Equality and Diversity tutor-led training to be provided for all managers between							
**** Assessed on an annual basis and provided as required							
NOTE: Managers who are also practicing Clinicians, are required to also be compliant with the							



Information Governance – SIRO (Annual e-learning) and IAO (e-learning once followed by 

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## Statutory and Mandatory Training – Refresher/Updates – A&E Clinicians

A&E Clinician Role Requirements (EMT-2 and above)	Primary Delivery Method	Frequency of Training (minimum)	Refresher Training Due				
			2015/16	2016/17	2017/18	2018/19	2019/20
Conflict Resolution (violence & aggression)	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Fire Safety Lecture	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Moving & Handling (Loads)	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Moving & Handling (Patients)	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Obstetric Care	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Paediatric Care	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Resuscitation	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Stroke Care	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Safeguarding Children (Level 2)	Safeguarding Workbook	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Fire Safety Awareness	YAS 247/Workbook	Annually	Y	Y	Y	Y	Y
Information Governance & Health Record Keeping	YAS 247/Workbook	Annually	Y	Y	Y	Y	Y
PREVENT (WRAP)	Operational Update	Annually	Y	Y	Y	Y	Y
Bullying & Harassment	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Equality, Diversity & Human Rights	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Health, Safety and Risk Awareness	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Infection Control & Prevention (inc Innocuation & HH)	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Investigations of Incidents, Complaints & Claims	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Mental Capacity Act	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Mental Health Awareness	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
PREVENT Awareness	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Raising Concerns at Work (Whistleblowing)	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Safeguarding Adults	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Safeguarding Children (Level 1)	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Waste Management	Stat & Mand Workbook	3 yearly	Y	N	Y	N	Y
Dementia	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Risk Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Where 'Y - 1/3' is displayed, there is a requirement to receive refresher training only 1 out of every 3 years

Information Governance – SIRO (Annual e-learning) and IAO (e-learning once followed by twice yearly IAO event workshops)

## Statutory and Mandatory Training – Refresher/Updates – A&E Non Clinician

A&E Non-Clinician Role Requirements (Inclusive of EMT-1)	Primary Delivery Method	Frequency of Training (minimum)	Refresher Training Due				
			2015/16	2016/17	2017/18	2018/19	2019/20
Conflict Resolution (Violence & Aggression)	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Fire Safety Lecture	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Moving & Handling (Loads)	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Moving & Handling (Patients)	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Resuscitation	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Stroke Care	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Safeguarding Children (Level 2)	Safeguarding	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Fire Safety Awareness	YAS 247/Workbook	Annually	Y	Y	Y	Y	Y
Information Governance & Health Record	YAS 247/Workbook	Annually	Y	Y	Y	Y	Y
PREVENT (WRAP)	Operational Update	Annually	Y	Y	Y	Y	Y
Bullying & Harassment	Stat & Mand	3 yearly	Y	N	Y	N	Y
Equality, Diversity & Human Rights	Stat & Mand	3 yearly	Y	N	Y	N	Y
Health, Safety and Risk Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
Infection Control & Prevention (inc	Stat & Mand	3 yearly	Y	N	Y	N	Y
Investigations of Incidents, Complaints &	Stat & Mand	3 yearly	Y	N	Y	N	Y
Mental Capacity Act	Stat & Mand	3 yearly	Y	N	Y	N	Y
Mental Health Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
PREVENT Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
Raising Concerns at Work (Whistleblowing)	Stat & Mand	3 yearly	Y	N	Y	N	Y
Safeguarding Adults	Stat & Mand	3 yearly	Y	N	Y	N	Y
Safeguarding Children (Level 1)	Stat & Mand	3 yearly	Y	N	Y	N	Y
Waste Management	Stat & Mand	3 yearly	Y	N	Y	N	Y
Dementia	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Obstetric Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Paediatric Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Risk Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Where 'Y - 1/3' is displayed, there is a requirement to receive refresher training only 1 out of

Information Governance – SIRO (Annual e-learning) and IAO (e-learning once followed by twice

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## Statutory and Mandatory Training – Refresher/Updates – PTS Operational staff

PTS Operational Role Requirements	Primary Delivery Method	Frequency of Training (minimum)	Refresher Training Due				
			2015/16	2016/17	2017/18	2018/19	2019/20
Conflict Resolution (Violence & Aggression)	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Fire Safety Lecture	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Moving & Handling (Loads)	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Moving & Handling (Patients)*	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Resuscitation	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Stroke Care	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Safeguarding Children (Level 2)	Safeguarding	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Fire Safety Awareness	YAS 247/Workbook	Annually	Y	Y	Y	Y	Y
Information Governance & Health Record	YAS 247/Workbook	Annually	Y	Y	Y	Y	Y
PREVENT (WRAP)	Operational Update	Annually	Y	Y	Y	Y	Y
Bullying & Harassment	Stat & Mand	3 yearly	Y	N	Y	N	Y
Equality, Diversity & Human Rights	Stat & Mand	3 yearly	Y	N	Y	N	Y
Health, Safety and Risk Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
Infection Control & Prevention (inc	Stat & Mand	3 yearly	Y	N	Y	N	Y
Investigations of Incidents, Complaints &	Stat & Mand	3 yearly	Y	N	Y	N	Y
Mental Capacity Act	Stat & Mand	3 yearly	Y	N	Y	N	Y
Mental Health Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
PREVENT Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
Raising Concerns at Work (Whistleblowing)	Stat & Mand	3 yearly	Y	N	Y	N	Y
Safeguarding Adults	Stat & Mand	3 yearly	Y	N	Y	N	Y
Safeguarding Children (Level 1)	Stat & Mand	3 yearly	Y	N	Y	N	Y
Waste Management	Stat & Mand	3 yearly	Y	N	Y	N	Y
Dementia	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Obstetric Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Paediatric Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Risk Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Where 'Y - 1/3' is displayed, there is a requirement to receive refresher training only 1 out of							
* PTS Band 2 staff have no lifting requirements (Assisted with walking/wheelchair							

Information Governance – SIRO (Annual e-learning) and IAO (e-learning once followed by twice

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## Statutory and Mandatory Training – Refresher/Updates – A&E/PTS Communications and 111 staff

Communications/111 Role Requirements	Primary Delivery Method	Frequency of Training (minimum)	Refresher Training Due				
			2015/16	2016/17	2017/18	2018/19	2019/20
Fire Safety Lecture	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y -
Resuscitation	Tutor	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y -
Safeguarding Children (Level 2)*	Safeguarding	3 yearly	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3	Y -
Fire Safety Awareness	YAS 247/Workbook	Annually	Y	Y	Y	Y	Y
Information Governance & Health Record	YAS 247/Workbook	Annually	Y	Y	Y	Y	Y
PREVENT (WRAP)*	Operational Update	Annually	Y	Y	Y	Y	Y
Bullying & Harassment	Stat & Mand	3 yearly	Y	N	Y	N	Y
Equality, Diversity & Human Rights	Stat & Mand	3 yearly	Y	N	Y	N	Y
Health, Safety and Risk Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
Infection Control & Prevention (inc	Stat & Mand	3 yearly	Y	N	Y	N	Y
Investigations of Incidents, Complaints &	Stat & Mand	3 yearly	Y	N	Y	N	Y
Mental Capacity Act	Stat & Mand	3 yearly	Y	N	Y	N	Y
Mental Health Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
Moving & Handling (Loads)	Stat & Mand	3 yearly	Y	N	Y	N	Y
PREVENT Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
Raising Concerns at Work (Whistleblowing)	Stat & Mand	3 yearly	Y	N	Y	N	Y
Safeguarding Adults	Stat & Mand	3 yearly	Y	N	Y	N	Y
Safeguarding Children (level 1)	Stat & Mand	3 yearly	Y	N	Y	N	Y
Waste Management	Stat & Mand	3 yearly	Y	N	Y	N	Y
Conflict Resolution (Violence & Aggression)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Dementia	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Moving & Handling (Patients)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Obstetric Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Paediatric Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Risk Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Stroke Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Where 'Y - 1/3' is displayed, there is a requirement to receive refresher training only 1 out of							
* Applicable only to specific roles							

Information Governance – SIRO (Annual e-learning) and IAO (e-learning once followed by twice				
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## Statutory and Mandatory Training – Refresher/Updates – Support staff and Admin

Support Staff & Admin Role Requirements	Primary Delivery Method	Frequency of Training (minimum)	Refresher Training Due				
			2015/16	2016/17	2017/18	2018/19	2019/20
Fire Safety Lecture	Tutor	3 yearly	Y -	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Resuscitation	Tutor	3 yearly	Y -	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Safeguarding Children (Level 2)*	Safeguarding	3 yearly	Y -	Y - 1/3	Y - 1/3	Y - 1/3	Y - 1/3
Fire Safety Awareness	YAS	Annually	Y	Y	Y	Y	Y
Information Governance & Health Record	YAS	Annually	Y	Y	Y	Y	Y
PREVENT (WRAP)*	Operational	Annually	Y	Y	Y	Y	Y
Bullying & Harassment	Stat & Mand	3 yearly	Y	N	Y	N	Y
Equality, Diversity & Human Rights	Stat & Mand	3 yearly	Y	N	Y	N	Y
Health, Safety and Risk Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
Infection Control & Prevention (inc	Stat & Mand	3 yearly	Y	N	Y	N	Y
Investigations of Incidents, Complaints &	Stat & Mand	3 yearly	Y	N	Y	N	Y
Mental Capacity Act	Stat & Mand	3 yearly	Y	N	Y	N	Y
Mental Health Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
Moving & Handling (Loads)**	Stat & Mand	3 yearly	Y	N	Y	N	Y
PREVENT Awareness	Stat & Mand	3 yearly	Y	N	Y	N	Y
Raising Concerns at Work (Whistleblowing)	Stat & Mand	3 yearly	Y	N	Y	N	Y
Safeguarding Adults	Stat & Mand	3 yearly	Y	N	Y	N	Y
Safeguarding Children (Level 1)	Stat & Mand	3 yearly	Y	N	Y	N	Y
Waste Management	Stat & Mand	3 yearly	Y	N	Y	N	Y
Conflict Resolution (Violence & Aggression)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Dementia	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Moving & Handling (Patients)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Obstetric Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Paediatric Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Risk Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Stroke Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Where 'Y - 1/3' is displayed, there is a requirement to receive refresher training only 1 out							
* Applicable only to specific roles							
** Fleet/Maintenance staff require an additional tutor-led 3 yearly update on Moving and Handling (Loads) due to							

Information Governance – SIRO (Annual e-learning) and IAO (e-learning once followed by twice

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