

# INDUCTION, MANDATORY AND STATUTORY TRAINING POLICY

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Version	2.0

## REVISIONS/AMENDMENTS SINCE LAST VERSION

Date of Review	Amendment Details
July 2013	<p>The original PCT document has been revised to:</p> <ul style="list-style-type: none"><li>• Reflect the Clinical Commissioning Group Establishment</li><li>• Reflect the Clinical Commissioning Group structure</li><li>• Align to the Clinical Commissioning Group Human Resources and Organisational Development Policies and procedures</li></ul>
September 2017	<p>The CCG document has been revised to:</p> <ul style="list-style-type: none"><li>• Reflect changes to CCG Responsibilities and Structure</li><li>• Reflect changes to CCG Processes and Procedures</li></ul>

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## DEFINITIONS

<b>Term</b>	<b>Definition</b>
Statutory Training	Established, regulated, imposed or by in conformity with laws passed by a legislative body, e.g. Parliament.
Mandatory Training	Obligatory or compulsory required or commanded by an authority, e.g. NHS Doncaster Clinical Commissioning Group (CCG).

## **SECTION A – POLICY**

### **1. Policy Statement, Aims and Objectives**

- 1.1. This policy aims to demonstrate that the provision of effective induction processes and mandatory and statutory training are recognised by NHS Doncaster CCG as an integral part of best employment practice. This policy enables all new employees to have access to a robust induction programme to the organisation and to the NHS as a whole. It ensures that a comprehensive package of mandatory and statutory training is provided for all employees.
- 1.2. NHS Doncaster CCG will ensure that induction programmes and mandatory and statutory training packages are fit for purpose and enable employees to undertake their roles safely and in compliance with legislation and other employment policies in place within NHS Doncaster CCG. It is recognised that to achieve this, a high level of commitment at all levels within the organisation is required.
- 1.3. The development of this policy:
  - Identifies the induction, mandatory and statutory training that employees are required to undertake and the frequency of such training.
  - Sets out the responsibilities for induction, mandatory and statutory training in respect of administration, delivery, monitoring and reporting.
  - Ensures a robust, consistent and effective induction programme for all employees.
  - Provides a guide for line managers to support the induction process.
  - Provides employees and line managers with a clear mandatory and statutory training programme for completion.
  - Satisfies legislative requirements.
- 1.4. To ensure continuous improvement, key performance indicators are applied. Compliance with mandatory and statutory training is reported on a quarterly basis via the Corporate Assurance Report.

### **2. Legislation and Guidance**

- 2.1. The following legislation and guidance has been taken into consideration in the development of this procedural document.
  - NHS Litigation Authority (2007) Risk Management Standards which describe the requirement for approved documentation relating to corporate induction and the arrangements for mandatory and statutory training for employees.

### 3. Scope

3.1 This policy applies to those members of staff that are directly employed by NHS Doncaster CCG and for whom NHS Doncaster CCG has legal responsibility. For those staff covered by a letter of authority / honorary contract or work experience this policy is also applicable whilst undertaking duties on behalf of NHS Doncaster CCG or working on NHS Doncaster CCG premises and forms part of their arrangements with NHS Doncaster CCG. As part of good employment practice, agency workers are also required to abide by NHS Doncaster CCG policies and procedures, as appropriate, to ensure their health, safety and welfare whilst undertaking work for NHS Doncaster CCG.

### 4. Accountabilities and Responsibilities

4.1 Overall accountability for ensuring that there are systems and processes to effectively deliver and monitor induction and mandatory and statutory training lies with the Chief Officer. Responsibility is delegated to the following:

<p><b><i>Associate Director of Human Resources &amp; Corporate Services</i></b></p>	<p>Has delegated responsibility for:</p> <ul style="list-style-type: none"><li>• Maintaining an overview of the corporate ratification and governance process associated with the policy.</li><li>• Management of the delivery of induction, mandatory and statutory training functions provided by Doncaster Clinical Commissioning Group(DCCG)</li><li>• Leading the development, implementation and review of the policy.</li><li>• Monitoring and reporting on a quarterly basis compliance with mandatory and statutory training.</li></ul>
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<p style="text-align: center;"><b><i>Appointing Officers</i></b></p>	<p>Have delegated responsibility for:</p> <ul style="list-style-type: none"> <li>• Ensuring they understand and adhere to their obligations in relation to this policy.</li> <li>• Ensuring employees are supported to access mandatory and statutory training.</li> <li>• Ensuring that a new member of staff is welcomed into the team and is established as an effective employee as soon as possible.</li> <li>• Ensuring that the new employee is met on the first day of employment to commence their induction programme.</li> <li>• Following Probationary Periods Policy.</li> </ul>
<p style="text-align: center;"><b><i>Staff Side</i></b></p>	<p>Have delegated responsibility for:</p> <ul style="list-style-type: none"> <li>• Ensure they are familiar with the policy and procedure.</li> <li>• Advise and represent employees who are members of a recognised Trade Union</li> </ul>
<p style="text-align: center;"><b><i>All Staff</i></b></p>	<p>Have delegated responsibility for:</p> <ul style="list-style-type: none"> <li>• Ensuring they are familiar with the policy and procedure and are fully compliant with it.</li> <li>• Ensuring their smart card remains valid and is kept in a secure location.</li> <li>• Accessing relevant mandatory and statutory training.</li> </ul>

## **5. Dissemination, Training and Review**

### **5.1. Dissemination**

5.1.1. The effective implementation of this procedural document will support openness and transparency. NHS Doncaster CCG will:

- Ensure all staff and stakeholders have access to a copy of this procedural document via the organisation's website.
- Communicate to staff any relevant action to be taken in respect of complaints issues.
- Ensure that relevant training programmes raise and sustain awareness of the importance of effective complaints management.

5.1.2. This procedural document is located on the CCG Website. A set of hard copy Procedural Document Manuals are held by the Governance Team for business continuity purposes and all procedural documents are available via

the organisation's website. Staff are notified by email of new or updated procedural documents.

## **5.2. Training**

All staff will be offered relevant training commensurate with their duties and responsibilities. Staff requiring support should speak to their line manager in the first instance. Support may also be obtained through their HR Department.

## **5.3. Review**

5.3.1. As part of its development, this procedural document and its impact on staff, patients and the public has been reviewed in line with NHS Doncaster CCG's Equality Duties. The purpose of the assessment is to identify and if possible remove any disproportionate adverse impact on employees, patients and the public on the grounds of the protected characteristics under the Equality Act.

5.3.2. The procedural document will be reviewed every three years, and in accordance with the following on an as and when required basis:

- Legislatives changes
- Good practice guidelines
- Case Law
- Significant incidents reported
- New vulnerabilities identified
- Changes to organisational infrastructure
- Changes in practice

5.3.3. Procedural document management will be performance monitored to ensure that procedural documents are in-date and relevant to the core business of the CCG. The results will be published in the regular Governance Report.

## **SECTION B – PROCEDURE**

### **1. Induction**

1.1. The Line Manager has overall responsibility for ensuring that a new member of staff is welcomed into the team and is established as an effective employee as soon as possible. New employees require substantial support as they commence their induction programme and subsequent mandatory and statutory training. The amount of support each new employee will require will vary from individual to individual and the pace of the induction programme and mandatory and statutory training should be tailored to individual needs and work patterns.

- 1.2. The Line Manager is required to meet with the new employee on the first day of employment to commence the induction programme. The programme will consist of the following:
- An orientation programme developed by the line manager which will include information on the physical environment and facilities, introductions to colleagues and a series of one to one meetings with key organisational contacts.
  - Signposting to key employment policies associated with health and safety, risk management, corporate and information governance as a priority.
  - Access to the range of policies and procedures associated with employment.
  - Access to mandatory and statutory training.
  - Development of a short term set of objectives to cover the initial three months of employment.
  - A development review after three months of employment.
  - A full set of objectives to be developed from the fourth month of employment.
  - A personal and professional development plan.
- 1.3. The Doncaster CCG Induction Checklist is shown at Appendix A.
- 1.4. In addition to the above, it is expected that each team/department will also develop and carry out a local induction specific to role/team. The completed local induction checklist to be returned to the Associate Director of Human Resources & Corporate Services.

## **2. Mandatory and Statutory Training**

- 2.1. NHS Doncaster CCG will ensure that a comprehensive programme of mandatory and statutory training is provided to all staff through face to face classroom based training and e-learning. All employees will be provided with the details of the mandatory and statutory training requirements and will receive email reminders when they are due to access each element of the programme.
- 2.2. Each employee will be responsible for accessing relevant mandatory and statutory training. Classroom based training should be booked via the Human Resources Team. E-learning packages can be accessed via links provided by email. It is the responsibility of the employee to ensure their smart card remains valid and is kept in a secure location.

- 2.3. Employees should access relevant mandatory and statutory training within the timescales specified and ensure learning from mandatory and statutory training is transferred into day to day practice. Employees must ensure that the Human Resources team are provided with evidence of completion of mandatory and statutory training and are notified if they are unable to attend classroom based training as soon as possible.
- 2.4. Personal and professional development plans should be developed in partnership between line managers and employees and returned to the Human Resources Team.
- 2.5. The local HR Team will have a range of responsibilities in relation to mandatory and statutory training as follows:
  - Booking and coordinating face to face/classroom based training sessions with training providers.
  - Maintaining records of completion of mandatory and statutory training.
  - Liaising with the central Learning and Development team to develop stimulating and interesting training packages that meet required learning objectives.
  - Ensuring that all reasonable adjustments are made to accommodate the needs of individual employees who may be unable to access standard training packages.
  - Providing quarterly compliance reports to the Executive Committee.
  - Ensuring training packages are up to date and fit for purpose.

### **3. Agency Staff**

- 3.1. Line Managers are required to identify agency staff who will require induction and mandatory and statutory training. Line Managers are also responsible for checking with the relevant agency to ascertain if prior training has been provided and where necessary ensure the agency worker is able to access the NHS Doncaster CCG mandatory and statutory training programme.

### **4. Monitoring and Evaluation**

- 4.1. On a quarterly basis a selection of staff will be chosen at random and asked to complete a mini questionnaire designed to evidence their understanding of a range of mandatory and statutory training they have undertaken to determine the effectiveness of the training provided. This process will be managed via [sheccg.LearningandDevelopment@nhs.net](mailto:sheccg.LearningandDevelopment@nhs.net) on behalf of NHS Doncaster CCG.
- 4.2. All new employees are asked to complete an induction evaluation form which is used by Human Resources to assess the effectiveness and quality of the induction programme (Appendix C).

## Doncaster CCG Induction Checklist for New Employees

Return completed original to HR ([Lisa.Devanney@nhs.net](mailto:Lisa.Devanney@nhs.net) and [andrea.richards7@nhs.net](mailto:andrea.richards7@nhs.net)) within 1 month of start date

Must retain additional copy on file

Name of the new starter:	Post:
Manager:	Department:
Start Date:	Induction completed on:

### Areas to be covered at Interview

Task	Processor Initial	Date
National Insurance number		
ID, Qualification(s) Check		
Any other employment / Working Time Directive		

### Areas to be covered BEFORE new starter arrives

Task	Processor Initial	Date
Line Manager to ensure the start date is agreed with the new employee and notified to the Human Resources Team.		
Line Manager to arrange a start time with the new employee and ascertain if any special induction requirements apply		
Contact IT to obtain email address and login		
Contact IT to obtain landline telephone / extension number		
Contact IT to order mobile phone and laptop (if applicable)		
Contact IT to order mobile phone and laptop (if applicable)		
Order uniform (if applicable)		
Prepare workstation area ready for new starter – consider any occupational health requirements.		
Advise Workforce of new starter - consider working patterns, e.g. if part time		
Complete paperwork for payroll, pension by the line manager and submitted to HR via (insert email)		
Contact HR to ensure new starter has correct job description, person spec, contract of employment		
ESR E learning log in request		
Expenses log in request		
Inform your team of the new appointment/role and appoint a buddy for the first few weeks		

### Areas to be covered on the FIRST DAY

Tasks	Employee Initial	Line Manger/Supervisor Initial	Date
Tour of Building and Introductions to Staff			
Entrances and Exits (door entry system)			
Facilities (Toilets / Kitchen / Notice Boards)			
Dealing with Personal Possessions			

Next of Kin/Emergency details			
Hours of work/ Breaks			
Pay Date & Expenses			
Introduce to colleagues			
Layout of Office, Workstation and Building			
Telephone System			
Internal and External Mail			
IT Access including Photocopying, Printing & Scanning			
Stationery Access / Supplies			
Dress Code /Smoking Policy			
ID Badge (acts as door pass) and Car Park Permit			
Smartcard (complete application form, if required)			
Use of own vehicle for business mileage: Driving license/Insurance cover for business mileage			
Business Mileage Expenses Forms to complete (if applicable)			
Discuss any specific request in relation to special requirements e.g. disability, dyslexia			
Confirm if the new starter has any other employment including an understanding of the Working Time Directive Implications			
Policy and Procedure			
Fire – Hazards, Exits, Drills Evacuation Procedure, Assembly Point First Aiders and Location of First Aid Facilities			
Accident, Incident and Near-Miss Reporting( datix incident reporting)			
Disposal of waste including confidential waste			
Food Hygiene			
Risk Management – Moving and Handling			
Risk Management – Control of substances hazardous to health (COSHH)			
Risk Management – Infection Control Measures			
Risk Management – Lone Working Policy			
Display Screen Equipment Assessment (VDU)			

**Areas to be covered within a MONTH**

<b>Conditions of employment , Rules and Regulations</b>	<b>Employee Initial</b>	<b>Line Manger/Supervisor Initial</b>	<b>Date</b>
Completion of E- Induction via Podcast			
Employment Terms and Conditions			
Policies and Procedures Access (hard copy / intranet)			
Expected Behaviors and Code of Conduct			
Payment System			
Performance Review			
Pension Scheme/Pension form			
Disciplinary, Grievances and Appeals Procedure			
Personal responsibility for Dignity, Respect			
Equality and Diversity			
Responsibility to challenge inappropriate behavior in others			

<b>Data Security</b>	Employee Initial	Line Manger/Supervisor Initial	Date
Data Protection / Information Governance			
Email and Internet Use, and Social Media Policy			
Record and Maintain Accurate Data			
Access to Patient Records, and Safe Haven Data			
Employee Benefits			
Refreshment Facilities			
NHS Staff Discount Schemes			
Childcare Vouchers (if applicable)			
Flexible Working			
<b>Governance and Finance</b>	Employee Initial	Line Manger/Supervisor Initial	Date
Code of Accountability			
Standing Orders			
Confidentiality Code of Conduct			
Register of Interests			
Declaration of Gifts and Hospitality / Conflict of Interest			
<b>Training and Development</b>	Employee Initial	Line Manger/Supervisor Initial	Date
Arrange Mandatory and Statutory Training			
Discuss and Agree Upon a Personal Development Plan			

<b>Line Manager's Signature:</b>	Date:
<b>Employee's Signature:</b>	Date:

## Appendix B

### Mandatory and Statutory Training

LEARNING SUBJECT	STAFF GROUP(S)	FREQUENCY	METHOD OF DELIVERY	KEY REFERENCES
Induction	All employees	On appointment	Podcast Half day	NHSLA requirement; Investors In People; CQC Requirement; Employment Legislation; NHS Induction Policy
<p><b>Recurring training for all employees</b></p> <p>Access to e learning is via <a href="https://esr.mhapp.nhs.uk">https://esr.mhapp.nhs.uk</a> using your user name and password, any enquiry regarding access to e learning should be sent to <a href="mailto:sheccg.learninganddevelopment@nhs.net">sheccg.learninganddevelopment@nhs.net</a></p> <p>To book classroom sessions please email <b>tbc</b></p>				
Equality and Diversity	All employees	On appointment then 3 yearly	Face to Face Or E-Learning 2 hours	NHSLA Level 1-3 Equality and Diversity Policy Equality Act 2010- duty to train staff 2012 Equality Delivery System
Fire Safety	All employees	On appointment then annually	Face to Face Or E-Learning 1 hour	Fire Safety in the NHS – Health Technical Memorandum (HTM) 05/01, 2006; Regulatory Reform (Fire Safety) Order 2005;
Fraud	All employees	On appointment then 3 yearly	Face to Face Or E-Learning 1 hour	Bribery and Corruption Act 2010; Fraud Act 2006; NHS Protect.
Health and Safety	All employees	On appointment then 2 yearly	Face to Face Or E-Learning 1 hour	Health & Safety at Work Act, 1974; Management of Health & Safety at Work Regulations 1999 NHSLA Risk Management Standards;
Information Governance	All employees	On appointment then annually	Face to Face Or E-Learning 1 hour	Data Protection Act 1998; Caldecott Review 1997 Freedom of Information Act 2000; Human Rights Act 1998; Confidentiality NHS Code of Practice 2003; Information Governance Management Requirement 112 and 113; NHS Audit Commission 1995; Control Assurance Records management Standards 1999; NMC Clinical record Keeping
Infection Control	All employees	On appointment then 3 yearly	Face to Face Or E-Learning 1 hour	Code of Practice for prevention and control of infections Health and Social Care Act – Preventing the Spread of Infection (Regulated activities) Part 4 outcome 12 CQC Regulation 12 Outcome 8; Management of Health, Safety & Welfare NHS Employers 2005 NHS LA standards C.11 Saving Lives NHSLA 2005 Winning Ways (DOH) 2003 Standards Environment protection Act 1990 and Duty of

				care Hazardous waste
Moving and Handling	All employees	On appointment then 2 yearly	Face to Face Or E-Learning 1 hour	The Manual Handling Operations Regulations 1992 H&S at Work Act 1974 (part 1, Section 2-(2)c Management of H&S at Work Regulations (13(2) and (3) Management of Health and Safety Operations Regulations 1992; Provision and Use of Work Equipment Regulations 1998; Lifting Operations Lifting Equipment Regulations 1998; National Back Exchange
PREVENT	All employees	On appointment	E learning	Revised Prevent Duty Guidance: for England and Wales 2015
Safeguarding Adults Level 1	All employees	On appointment then 3 yearly	Face to Face Or E-Learning 1 hour	Provision for the Protection of Vulnerable Adults scheme is made in Part 7 of the Care Standards Act 2000; Safeguarding Vulnerable Groups Act (2006); NHSLA Risk Management Standards; No Secrets' DoH 2000 Safeguarding Adults 2007; CQC requirement; Safeguarding Board Learning&Development Policy
Safeguarding Children Level 1	All employees	On appointment then 3 yearly	Face to Face Or E-Learning 1 hour	Safeguarding Children's Board Regulations 2006; Working Together to Safeguard Children HM Govt 2013; Safeguarding Children and Young People: Roles and Competencies for Healthcare Staff – Intercollegiate
<b>Role specific training</b>				
Basic Life support	All clinicians	Annual	Face to Face 2 hours	NMC recommendation
Continuing Healthcare	All Continuing healthcare staff	On appointment	E learning via NHS England	The Health and Social Care Act 2012 National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care 2012
Conflict Resolution	All frontline employees and patient contact staff	On appointment then 3 yearly	Face to Face Or E-Learning	The Counter Fraud and Security Management Service (CFSMS) 2003; Management of Health, Safety & Welfare NHS Employers 2005; NHS LA standards C.11
Display Screen Equipment	Staff who use a PC for more than 1hour on a	On appointment	E - Learning 2 hours	Display Screen Risk Assessment Guidance (DSE Regulations, 1992)

	continuous basis. Managers responsible for user(s), or have PC equipment in area of responsibility.			
Fire Marshall	Designated Fire Marshall	On appointment and annually	Face to face 1 hour	Fire code – Fire safety in the NHS; Health Technical Memorandum 05- 03; Operational Provisions Part A Section 4.12 Regulatory Reform (Fire Safety) Order - 2005
First Aid	Designated First Aider	On appointment then 3 yearly	Face to Face 2 - 4 days	Health and Safety (First Aid) Regulations 1981 Risk Assessment Guidance
Infection Control	Clinical staff with the requirement to maintain their professional registration for their role	On appointment and annually	Face to Face Or E-Learning 1 hour	Code of Practice for prevention and control of infections Health and Social Care Act – Preventing the Spread of Infection (Regulated activities) Part 4 outcome 12 CQC Regulation 12 Outcome 8; Management of Health, Safety & Welfare NHS Employers 2005 NHS LA standards C.11 Saving Lives NHSLA 2005 Winning Ways (DOH) 2003 Standards Environment protection Act 1990 and Duty of care Hazardous waste REGS 2005
Mentor Update	All mentors	Annual	Face to Face 2 hours	NMC Standards to support learning and assessment in practice 2008
Moving and Handling	<u>Loads – high risk</u> Receptionists required receiving and moving large boxes; and IT staff.	On appointment and annually	Face to Face Or E-Learning 1 hour	The Manual Handling Operations Regulations 1992 H&S at Work Act 1974 (part 1, Section 2-(2)c Management of H&S at Work Regulations (13(2) and (3) Management of Health and Safety Operations Regulations 1992; Provision and Use of Work Equipment Regulations 1998; Lifting Operations Lifting Equipment Regulations 1998; National Back Exchange
Safeguarding Adult Level 2	All clinical staff	On appointment and 3 yearly		Provision for the Protection of Vulnerable Adults scheme is made in Part 7 of the Care Standards Act 2000; Safeguarding Vulnerable Groups Act (2006); NHSLA Risk Management Standards; No Secrets' DoH 2000 Safeguarding Adults 2007; CQC requirement; Safeguarding Board Learning & Development Policy
Safeguarding Children Level 2	All clinical staff	On appointment and 3 yearly		Safeguarding Children's Board Regulations 2006;  Working Together to Safeguard Children HM Govt 2013;

				Safeguarding Children and Young People: Roles and Competencies for Healthcare Staff – Intercollegiate
Safeguarding Adult Level 3/Level 4	Designated Leads	Annual	Face to face 1 day/ Two hour refresher session	
Safeguarding Children Level 3/Level 4	Designated Leads	Annual	Face to face 1 day/ Two hour refresher session	Document 2010; Children Act 2004; NHSLA Risk Management Standards, CQC requirement

**Induction Evaluation Form**

The following fields are not mandatory but please give information that we can use to improve the process

Employee Name	
Job Title	
Date of Employment	
Line Manager/Inductor	
Team	

**Section A**

Is your induction complete	Yes/No*
Do you understand your job role/function and how it fits into the CCG?	Yes/No*
Are you familiar with the CCG as an organisation; its facilities, structures, and major objectives?	Yes/No*
Has the PDR/PDP process been explained?	Yes/No*
Have you received a set of objectives and a personal development plan?	Yes/No*

\*Delete as appropriate

**Section B**

1.a What training needs have been highlighted by the induction to enable you to carry out the job?

1.b How will your training needs be met? (Please detail action plan highlighting proposed methods and deadlines)

2. Please detail below objectives that have been agreed to take place before the first review?

Objective	Action required	Support required

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3. The first review should take place three months after employment commenced therefore the first review has been scheduled for:

**N.B. This review should result in a personal development plan for all staff.**

4. Could your induction have been improved in any way, if so please provide details below:

5. Do you require any further support in order to complete your induction programme, if so please provide details below

**Staff Signature:**

**Date:**

**Line Manager Signature:**

**Date:**

Return completed original to Human Resources ([Lisa.Devanney@nhs.net](mailto:Lisa.Devanney@nhs.net) or [andrea.richards7@nhs.net](mailto:andrea.richards7@nhs.net))