

MANDATORY TRAINING POLICY

VERSION CONTROL

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CONTENTS

- 1. Introduction.....4**
- 2. Policy Statement.....4**
- 3. Principles.....5**
- 4. Overview.....5**
- 5. Definitions.....5**
- 6. Roles and Responsibilities.....6**
- 7. Reasonable Adjustments.....9**
- 8. Booking Process for Mandatory Training..... 9**
- 9. Attendance at Mandatory Training..... 9**
- 10. Recording Completion of Mandatory Training.....9**
- 11. Review Process.....10**
- 12. Standards/Key Performance Indicators.....10**
- 13. Equality Impact Assessment (EQIA).....10**

Appendix 1 – Mandatory Training Matrix - To follow

1. Introduction

It is vital that all staff have up to date information on legislation and professional standards, along with skills appropriate to their role.

Manx Care acknowledges that given the high workload and pressures on the service a realistic, achievable approach must be adopted to ensure that risks are minimised, and staff remain up to date in their knowledge and skills.

It is also important that this training is provided to staff in different ways to improve accessibility. For some mandatory courses e-learning or workbook resources are available.

The Corporate Induction Programme for new starters includes some key mandatory training requirements. This ensures that staff new to the Manx Care is brought into the mandatory training process which is applied to all existing staff.

This policy is issued and maintained by the Executive Director of Human Resources and Organisational Development & Design on behalf of Manx Care and supersedes and replaces all previous versions.

2. Policy Statement

The Manx Care Mandatory Training Policy applies to **ALL** staff employed in the organisation, including relief/bank, temporary, agency staff and volunteers.

Manx Care is committed to mandatory training as a means of assisting the organisation to meet statutory and legal obligations, manage risks and maintain standards of patient care.

Manx Care is committed to ensuring that its policies, procedures and guidelines do not discriminate against individuals directly or indirectly on the basis of gender, colour, race, nationality, ethnic or national origins, age, sexual orientation, marital status, disability, religion, beliefs, political affiliation, trade union membership, and social and employment status.

This policy clarifies the expectations for mandatory training for all staff employed by Manx Care with the aim of ensuring safe and efficient practice, effective management of organisational risks and compliance with policies, legislative and regulatory requirements.

This policy describes the process for ensuring that there is a systematic approach to mandatory training for Manx Care staff which reflects current practice.

It ensures that there is a clear understanding of what is regarded as mandatory training and what expectations are placed on each and every member of staff. In the document and the attached training needs matrix (Appendix A), the content outlines:

- The subjects covered
- What staff groups are required to complete training
- How training is monitored
- What corrective action is taken in the event of the non-compliance
- How the process is effectively managed.

3. Principles

Manx Care is committed to providing safe, effective, and efficient services to the people of the Isle of Man.

The Health and Safety at Work Act 1974 places a duty on the employer to ensure that, so far as is reasonable and practicable, work is safe and without risk. This also covers persons not at work, but who may be affected by the employer's undertaking. In the case of Manx Care, such persons are patients / service users, visitors, volunteers, contractors and members of the public.

4. Overview

This policy addresses the requirement for all staff to complete mandatory training. It explains the procedures to be followed and also describes how this policy will be monitored. This policy is designed to ensure that the Manx Care meets the requirements for compliance with the relevant risk management standards and current legislative requirements.

All staff members are required to comply with this policy and managers are required to ensure it is fully implemented and monitored within their areas of control.

Failure to comply with this policy will be investigated and, where appropriate, will be managed in accordance with the Manx Care's performance and disciplinary policies. It is therefore essential that all employees complete their relevant mandatory training, whether staff are temporary or permanent, whatever their occupation or profession and whatever their grade. There are no exclusions to this policy.

5. Definitions

5.1 Mandatory Training – Mandatory Training is training that should be done by all staff or specialist staff (according to role) to ensure that we have a well-informed, safe and competent workforce. Risk Management Training is a means to ensure that the organisation minimizes its exposure to risk by addressing vulnerabilities associated with adverse incidents.

Mandatory Training is that which is specified either by legislation, or other governing bodies, or is required by Manx Care. Mandatory Training is a sub-set of Risk Management training and refers to that which is recorded and monitored centrally, and which applied to the majority of staff including permanent staff: staff employed on a permanent indefinite contract; temporary staff/fixed term/locum staff/agency staff/volunteers.

5.2 Volunteers –Volunteers are people working in or for Manx Care who receive no remuneration or financial reward. The definition of volunteering used is taken from the Compact on relations between Government and the Voluntary and Community Sector: "An activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than or, in addition, to close relatives". The training of volunteers is conducted in accordance with the Volunteers Policy which is administered and monitored by the Volunteers Office and is designed to meet legal requirements, good practice and risk management.

5.3 Student or Clinical Placements – A student is an individual on a Higher Education course, studying for a qualification leading to professional registration who is undertaking a clinical practice placement within Manx Care. This may include nursing, Midwifery and AHP students etc.

6. Roles and Responsibilities

6.1 Chief Executive Officer / Manx Care Board – The Chief Executive Officer is responsible for ensuring that adequate resources are available to support the implementation of the policy.

6.2 Manx Care – Quality, Safety & Experience (QSE) Committee & Operational Quality and Safety Group – The Committees are responsible for providing assurance to the Chief Executive Officer and the Board that appropriate arrangements are in place for the delivery and monitoring of mandatory training, ensuring that any gaps in assurance or risks are managed and/or escalated as required.

6.3 Care Group (CG) Management Teams – Local compliance of mandatory training targets are monitored and progress against targets are discussed at CG Performance review meetings.

6.4 Service / Line Managers – Line Managers are responsible for insuring all staff are informed of the mandatory training requirements relevant to their post at the time of induction period and that all mandatory training identified is undertaken with 100% compliance expected. Managers will ensure that sufficient time is made available to staff to undertake their mandatory training.

Staff on short term contracts or staff that have changed roles within Manx Care receive, as part of their induction, information, and time to undertake the training necessary for them to carry out their role effectively and safely.

CG Service/Line Managers key duties are to ensure:

- All staff are aware of the need to comply with mandatory training requirements
- Promotion of the importance of seeking new knowledge, skills and development
- That staff are released in order to attend mandatory training
- They monitor compliance with policy
- That all staff have accurate up to date learning records
- Full investigation of instances of staff non-attendance or non-completion of

training and ensure corrective actions are taken

- All reporters under their management are correctly recorded and changes
- Reflected on eLearn Vannin/ PiP
- That mandatory training requirements for their area are relevant and accurate.

In extreme circumstances where operational pressures are making it difficult to ensure safe operation of the department is maintained when staff are due to attend mandatory training, consideration may be given to allowing staff to utilise Time of in Lieu (TOIL), flexi time or other forms of additional hours applicable, and in compliance with their individual terms and conditions.

Line managers are responsible for ensuring that staff only undertake tasks for which they are safe and competent. Line managers are required to complete and record an individual risk assessment for new staff that start patient handling duties without having completed a Manx Care moving and handling programme or competency test.

6.5 Employees/Individual Staff Members – All individuals within the scope of this policy have a responsibility for ensuring they are safe and competent to undertake the tasks they are required to carry out.

Employees are responsible for ensuring that their knowledge and skills are up to date in Accordance with mandatory training requirements for the fulfilment of their role.

Each individual is responsible for ensuring that they are booked onto and attend the mandatory training courses, relevant to their post, within the required and in advance of their existing mandatory training record lapsing.

Each individual should give full commitment to attending all appropriate mandatory training on the day allocated, they will attend the programme in accordance to published times and promptly rearranging the date if absolutely necessary.

Apply the knowledge and skills acquired from mandatory training and alerting line manager if any aspects of practice that contravenes the advice given and guidance provided on the training.

Staff Employees and Individuals Key Duties are to ensure:

- That they are familiar with the mandatory training requirements of their role
- They give priority to mandatory training
- They identify opportunities for attending mandatory training, agree on attendance with their line manager, and to make every effort to attend the training
- They inform their line manager if they are unable to attend any booked training
- They inform the training provider if they need to cancel attendance on the training
- They maintain compliance with mandatory training by keeping personal learning records
- They identify when updates are required and agree attendance with their line manager
- They raise any issues in relation to access to mandatory training with their line manager.

Individuals have a duty to co-operate with their manager and to attend mandatory training as required. Those who have been released from their normal work areas and fail to attend without reasonable justification may be subject to disciplinary action.

Individual staff members are expected to demonstrate Manx Care Values throughout training, particularly around demonstrating respect for others. They are also responsible for ensuring that they familiarise themselves with the content of the training material provided to them prior to attending the course and after the course in order to maximise their learning.

Staff will receive payment/paid time off for attending mandatory training courses. If staff attend or complete mandatory training in their own time they will discuss arrangements with their manager for payment/time in lieu.

6.6 Workforce, Nursing and Medical Directors – The Workforce and Medical Directors are responsible for ensuring that the organisation supports the implementation and monitoring of this policy.

6.7 Care Group Deputy Chief Operating Officers and Heads of Department

Have responsibility to:

- Ensure all staff are aware of the need to comply with mandatory training (both core and
- And role specific) requirements
- Promote the importance of seeking new knowledge, skills and development
- Ensure staff are released in order to attend mandatory training
- Monitor compliance with policy
- Ensure all staff have accurate up to date learning records
- Investigate instances of staff non-attendance or non-completion of training and ensure corrective actions are taken
- Ensure mandatory training requirements for their area are relevant and accurate
- Ensure all reportees under their management are correctly recorded and changes reflected on eLearn Vannin/PIP.

6.8 eLearn Vannin/Learning Education and Training (LEaD) – will work with Manx Care to arrange for suitable and sufficient places for training for staff with regards to mandatory training programmes.

All staff should have access and log in for the IOM Government training portal, [eLearn Vannin](#). If either staff or managers are not set up on eLearn Vannin they should email elearnvanninhelp@gov.im. Answers to some frequently asked questions are available [here](#).

LEaD will preserve electronic records of all attendance to sessions, part days of courses and completion of e-learning or other required modules which is provided by LEaD. Training which is specific to Manx Care and sourced by Manx Care should be recorded on eLearn Vannin by the individual in conjunction with their manager.

6.9 Medical Staffing Manager and Medical Staffing Department - The Medical Staffing Manager and Medical Staffing Department are responsible for ensuring that new Doctors are booked onto the relevant mandatory training programmes (including Junior Doctors who are required to attend the Junior Doctor Induction Programme, and Senior Medical Staff who attend both the mandatory training and the follow up Medical Induction Day). The Medical Staffing Manager and Medical Staffing Department also ensure that Doctors that start outside the August programme are booked onto and complete the relevant programmes. The Medical Staffing Department monitors the completion by Doctors and Junior Doctors and takes corrective action where appropriate.

6.10 Medical Education Team - The Medical Education Team is responsible for organising the July/August Junior Doctor Induction programme with sufficient places for all those identified by the Medical Staffing Manager. This Induction ensures new Junior Doctors are up to date with the mandatory training requirements when starting with Manx Care.

7. Reasonable Adjustments

Managers and supervisors must ensure that specific needs of their staff on equality grounds that may impact in their participation in training are identified and, wherever possible, support is put in place which could include reasonable adjustments for example hearing loops, the production of induction materials in large format, the sensitive notification of speakers with regards to individual requirements in large groups settings such as hearing impairment or the requirement for frequent breaks. Line managers and supervisors must liaise with the Corporate Education team who will advise presenters of programmes.

8. Booking Process for Mandatory Training

Staff members or manager are able to book onto mandatory training. This can be done through eLearn Vannin.

9. Attendance at Mandatory Training programme – All Staff (excluding Doctors in Training see Section 9.1 below)

Manx Care aims for a minimum of 85% of staff to be compliant with their mandatory training. Compliance records forms part of the regular reporting to the People Committee.

Programmes are held regularly throughout the year and are booked via eLearn-Vannin. Non-attendance is recorded by LEaD and reported to line managers by email.

Non-compliance with the Mandatory Training Policy may result in an individual employees becoming unfit to practice or unable to fulfil their role due to a lack of competency. The line manager must engage with the employee at the earliest opportunity to address such concerns. A risk assessment may be required to determine what duties the post holder can safely undertake until such time they are up to date with mandatory training requirements. A refusal to undertake mandatory training may be considered as a refusal to undertake a reasonable request and therefore liable to be managed under the provisions of the Manx Care disciplinary procedure.

In addition, applications to undertake other forms of training (not considered mandatory) may not be supported if the individual employee is not up to date with their mandatory training.

9.1 Doctors in Training

The Medical Education team ensures that all mandatory training requirements are covered for Doctors in Training. This includes e-learning and face to face elements.

9.2 Temporary Staff

Temporary staff must complete relevant mandatory training in the same way as any other member of staff. The Temporary Staffing Department is responsible for monitoring the non-attendance of temporary staff on mandatory training.

10. Recording Completion of Mandatory training

Completion of mandatory training is recorded on eLearn Vannin for monitoring and reporting purposes.

The mandatory training associated with this policy is identified in Appendix A. If staff members have queries they should contact their line manager in the first instance.

11. Review process

This policy will be reviewed in 3 years unless there are significant changes at either national policy level or locally. In order that this document remains current, any of the appendices to the policy can be amended and approved during the lifetime of the document without the document strategy having to return to the ratifying committee.

12. Standards/Key Performance Indicators

Manx Care's Key Performance Indicator (KPI) for this is a minimum of 85% of all staff being compliant with their mandatory training requirements. This is monitored monthly and is reported on a quarterly basis (minimum) to the Workforce Committee.

13. Equality Impact Assessment (EIA)

An EIA has been carried out on this policy which has been found not to have a negative impact on groups of staff or potential members of staff.



Appendix 1: Manx Care Mandatory Training Matrix (February - 2023)

Core Training – Mandated training for <u>all</u> staff employed within Manx Care					
Training	Frequency	Delivery	Duration	Book Via	Completed/booked within
Financial Regulations: Governance Foundation Course	Once	eLearning	2 hours	eLearn Vannin	2 months of start date
Whistleblowing Training	2 yearly	eLearning	2 hours	eLearn Vannin	2 days
Duty of Candour	3 yearly	eLearning	1.45 hour	eLearn Vannin	2 days
GDPR Basic Awareness	2 yearly	eLearning	1 hour	eLearn Vannin	2 days from start date
Freedom of Information Act 2015	3 yearly	eLearning	1 hour	eLearn Vannin	2 days from start date
Infection Prevention & Infection Control	Annually	eLearning	1 hour	eLearn Vannin	2 days from start date
Safer Manual Handling	3 yearly	eLearning	1 hour	eLearn Vannin	2 days from start date
Adult Safeguarding Level 1	3 yearly	eLearning	1 hour	eLearn Vannin	2 days from start date
Children Safeguarding Module Level 1	Once	Line Manager	1 hour	Line Manager	2 days from start date
Introducing our CARE Values Framework	Once	eLearning	30 mins	eLearn Vannin	2 months from start date
Equality and Diversity Essentials	Once	eLearning	1 hour	eLearn Vannin	2 days from start date
Equality and Diversity 3 year Refresher for Isle of Man Government	3 yearly	eLearning	1 hour	eLearn Vannin	2 days from start date
Fire Safety Training for Isle of Man Government*	Annually	eLearning	1 hour	eLearn Vannin	2 days from start date
Conflict Resolution / De-escalation Training	3 yearly – patient/public facing staff. Once for all others	Classroom	½ day	eLearn Vannin	2 months from start date
Preventing radicalisation	Once	eLearning	2 hours	eLearn Vannin	2 months from start date
Complaints – Manx Care	Once	eLearning	TBC	eLearn Vannin	2 months from start date
Basic Life Support	Once	eLearning	2 hours	eLearn Vannin	6 months from start date
Basic Life Support (BLS) and Automated External Defibrillation (Annual)	Yearly	Classroom	2 hours	eLearn Vannin	6 months from start date

*Role specific Fire Wardens and Fire Awareness Courses that are classroom based .5 days each and are bookable via eLearn Vannin. These are ran frequent throughout the year.

