

Title	Statutory and Mandatory Training Policy
Lead Director	Elizabeth Ndegwa
Sponsor group	Training, Educational & Development Strategy Group
Reference network	Human resources /HR policies/ All staff
Status	Agreed
Date of this draft	18/09/2023
Circulated to	Training, Educational & Development Strategy Group, Health Care Governance Committee and Trust Board
Date approved by the board	20/06/2026
Date and signature by Director	<i>Elizabeth Ndegwa</i> 20/06/2026
Next review dates	20/06/2027

Mandatory and Statutory Training Policy

Mandatory Training is compulsory training that is determined by our organisation to ensure safe and efficient delivery of services. This type of training is designed to reduce organizational risks and comply with local or national policies and government guidelines.

Training in line with framework agreement to include

- NHS national job profiling, Remedy support mandatory training adheres to The NHS job evaluation scheme allows NHS jobs to be matched to nationally evaluated profiles, based on information from job descriptions, person specifications and additional information. These ensures that our staff are placed in appropriately pay banding.
- Customer lead, role lead and professional lead to ensure consistency in training and competency development. It provides clarity on the level of Prevent training required for

healthcare workers through identifying staff groups that require Basic Prevent Awareness (BPA) and those who are required to attend the Workshop Raising Awareness of Prevent (WRAP).

- Training needs analysis, different staff groups require different levels of competence depending on:
 - their role
 - their level of contact with patients or service users
 - the nature of their work and customer they work for
 - their level of responsibility

Statutory Training is required by law or where a statutory body has instructed an organisation to provide training on the basis of specific legislation (i.e. the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999). This training type is generally compulsory to ensure staff have the required knowledge to maintain a healthy and safe working environment for yourself, Service users and colleagues.

Remedy support accepts training certificates from most third-party service providers, provided that the certificate meets the relevant compliance requirements. Remedy support can gladly recommend Training Suppliers to you. All training must have been completed during the past 12 months and thereafter you are required to renew all training on an annual basis (with the exception of Advanced Life Support). Written confirmation of training received at another employer, organisation or Framework Agency is also acceptable.

Mandatory Training Required by the Department Of Health for ALL Health Workers:

- Only training aligned to the UK Core Skills for Health Framework will be accepted
- Basic/Immediate Life Support is valid for 1 year only (annual update) - Adult or Pediatric as appropriate. Must be compliant with the Resuscitation Council of the UK guidelines. Advanced Life Support is valid for 4 years. For details on available courses throughout the UK, please go to the [Resuscitation Council UK website](#).
- Manual Handling (Nurses, Care Assistants & Allied Health) Lone Worker Training
- Handling Violence & Aggression/Conflict Resolution
- The Caldicott Protocols
- Health & Safety, including COSHH & RIDDOR
- Infection Prevention & Control, including MRSA & Clostridium Difficile
- Complaints Handling
- Equality & Diversity

Additional Mandatory training required by the Department of Health for ALL Nurses & Care Assistants:

- Manual Handling Fire Safety
- Safeguarding Children & Young People
- Safeguarding Children & Young People - Level 1 and Level 2 and 3
- Safeguarding of Vulnerable Adults (SOVA)

Training Appropriate To Your Qualifications:

Note: Many of our Clients require current training certificates for the training courses listed below. Please check with your Remedy support compliance consultant if you are not sure what is needed.

- Mental Health Specialty Training - Working in a mental health facility. Example: Breakaway, Control & Restraint, MAPA, PMVA.
- Resuscitation of the New Born - Midwives
- Interpretation of Cardiotocography Traces - Midwives
- Food Safety - Required if you handle food
- Epilepsy

UK Core/Clinical Skills Training Framework Subjects

Remedy support is able to offer you and assist with cost effective and time-saving online training for the following courses:

- Your Health Career
- Consent Communication
- Information Governance, Record Keeping and Caldicott Protocols
- Promoting Person Centred Care in Health and Social Care
- Privacy and Dignity in Health and Social Care
- Fluids and Nutrition Awareness
- Food Hygiene
- Duty of Care in Health and Social Care
- Dementia Awareness
- Mental Capacity Act 2005/2007 including DOLS
- Preventing Radicalisation
- RIDDOR (Reporting of Injuries, Diseases & Dangerous Occurrences Regulations)
- Safeguarding Vulnerable Adults (SOVA) and Child Protection (SOCA) Level 1, 2 & 3
- Sepsis Awareness
- Health, Safety and Welfare
- Handling Medication & Avoiding Drug Errors – Level 2

Blood Component Transfusion

All of these courses are available as online training.

Domiciliary Care Training

Agency Workers that work within a domiciliary setting, may be required to undergo all additional training courses prior to placement in domiciliary packages. In cases where Agency Workers assist with medication, medication training will be required on an annual basis. In addition to this the agency will identify package specific requirements and you will be required to either provide evidence to the agency that you meet the standard of training required. Domiciliary workers will normally be required to undertake shadow shifts/orientation in advance of being placed with a Service User for the first time. All training must be updated annually. Care Assistants will be specifically inducted for their roles within a domiciliary care environment and must work in accordance with the care plan that is in place at all times.

Evaluations Of Service (EOS)

At the end of every assignment the Remedy support provides two sets of Evaluations of Service (EOS) to both Agency Worker and Client. Clients are asked to supply feedback on the service they have received from the Remedy support and also to provide a reference for the Agency Worker. Agency Workers are asked to give feedback on the Service they have received from Remedy support and also feedback on the Assignment. This information can then be used to advise future Agency Workers. Both positive and negative feedback is actively encouraged so Remedy support can act upon it to improve its quality of service.

Appraisals

For ongoing work in the NHS you are required to be appraised annually. The following are the requirements:

- **In the case of Nurses** the appraisal must be carried out by a senior practitioner of the same discipline. ('Appraiser').
- **In the case of Doctors** the appraisal must be carried out by a medical practitioner entered as a Specialist on the GMC's list of registered Medical Practitioners. ('Appraiser').
- **In the case of Allied/HSS** the appraisal must be carried out by a senior practitioner of the same discipline who is entered on the HPC's list of Registered Health Professionals or the DGC professional register or the RPSGB's professional register.
- **In the case of Doctors and Allied/HSS** the annual appraisal must be within an 'approved NHS appraisal system' which includes 360 degree feedback as well as feedback from patients.
- The Appraiser is required to supply documentary evidence to demonstrate that he has been appropriately trained in the conduct of appraisals, and has been regularly re-trained as appropriate.
- We required taking into account when assessing your clinical practice, the results of any quality assessment questionnaires completed by our Clients and the results of any reviews by Remedy support of your clinical practices.
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In addition to the above, the Remedy support will request feedback from our clients. This feedback will cover the following areas:

- General levels of Service including punctuality, attitude and ability to carry out practical tasks.
- Clinical performance
- Training needs
- Any other issues, including progress since the last appraisal

Copies of the complete feedback requests will be forwarded to you, giving you an opportunity to raise any concerns or issues you may have. You should ensure that you maintain a written portfolio of your professional experience and attendance at professional development courses, which should also include a written and agreed "Personal Development Plan" as agreed at the appraisal.

Nurse Revalidation

Revalidation is the process that allows you to maintain your registration with the NMC. It is an ongoing process to demonstrate that you continue to practice safely. Every three years all nurses and midwives will be asked to apply for revalidation using the NMC online system as a means of keeping their

registration active. Completing the revalidation process is your responsibility as the registered professional; however, the Remedy support will assist where applicable.

What's Required

- 450 practice hours for a nurse and midwife or 900 hours if practicing as both
- 5 pieces of practice related feedback
- 5 written reflective accounts
- Reflective discussions with another nurse or midwife
- Health & Character Declaration
- Professional Indemnity Arrangement
- 35 Hours of Continuing Practical Development (CPD) with 20 hours being participatory learning (face to face/classroom based)

For further information please refer to our www.remedysupport.co.uk

Training Needs Analysis (TNA)

A formal review of the statutory and mandatory training needs analysis will be conducted every year to coincide with the review and updating of this policy. In between these times, the TNA will be monitored and reviewed when required. Changes can be agreed by the Chair of the Quality Committee. The TNA process will be used to determine the range of risk related training required and the groups of staff that are required to undertake the training. In conducting the TNA Remedy support will consider:

A) Statutory training requirements

b) Mandatory training as required by the NHSLA and HCC

c) Mandatory training that Remedy support has identified in respect of its service delivery and risks.

d) other risk training that Remedy support identifies as contributing to its approach to managing and reducing risk, but which is not mandatory. Subject specialists will be asked to review their subject area programme to confirm/update as required, on an annual basis.

The Training lead and Director of Workforce and Education will link with subject specialists who will advise on topics, training content and frequency of training. Subject specialists and the Training Director of Workforce and Education will consider requirements in light of the categories listed at a) to

d) above. The Training & Development team will also work with subject specialists to produce action plans for delivery of all statutory and mandatory training. These action plans may involve, for example, reviewing the current format or delivery method for mandatory training, changing the staff groups to which the subject applies, or introducing a new training topic to the statutory and mandatory training programme

. The completed training needs analysis summary will be held by the training lead of Workforce and Education. It will be readily available to all staff on Remedy support intranet and available by request to the Training Department

Frequency of Training

The TNA details what Remedy support deems as mandatory training appropriate to specific staff groups, including the frequency of training or update training, together with duration of course and requirements for update. The purpose for identifying time periods is to ensure that training resources are targeted to the most appropriate staff groups, at the most appropriate intervals, recognising that different staff groups will require different levels of skills, knowledge and understanding in order to fulfil their roles. The frequency for each training type is shown on the training needs matrix. For most topics, training is delivered as part of Remedy support wide or local induction. Thereafter, if refresher training is required, attendance is normally required every year either as part of a mandatory training update day, e-learning or through local or specialist training sessions.

Arrangements for the delivery of mandatory training

Mandatory training is delivered by subject specialists who NHS accredited training providers who are required to teach to the Workforce framework policies and procedures.

Training is delivered in two main ways face to face or online for refresher courses

Remedy support Induction All members of staff who join Remedy support are expected to complete their Remedy support Induction programme within 4 weeks of joining the Remedy support (see Policy on Induction for New Staff for further information and full Induction programme). Training is provided to all staff at induction is shown in the training needs by staff group within the TNA.

Update and refresher sessions

Some statutory and mandatory training will require an update at defined time periods. This will be determined by legal requirements or set by the Workforce framework, all our trainings are updated annually

Attendance at statutory and mandatory training

The process for ensuring staff attend each of the main statutory and mandatory training programmes is as follows:

Roles and responsibilities

Remedy support We recognize our corporate responsibility as an employer to:

- make statutory and mandatory training available to its staff
- ensure that staff understand the legislative basis for statutory training
- address non-compliance with regard to attendance at statutory and mandatory training
- regularly review and update the statutory and mandatory training it provides, in line with changes in legislation and requirements of the organisations
- ensure that a sufficient number of appropriately skilled trainers are available to meet Remedy support training needs.

Line managers

All line managers are responsible for

- taking a systematic approach to planning for their staff to attend the relevant statutory and mandatory training, in line with Remedy supports Training and Development Strategy and The Access to Study Leave Policy, and provide protected learning time and/or cover as appropriate
- identifying the mandatory training needs of their staff by reference to the training matrix, and also responsible for identifying issues not included in Remedy supports matrix
- monitoring attendance of their staff at the relevant statutory and mandatory training and follow up on those who fail to attend. They should also inform the Training and Development Department of any local or individual training undertaken in order that the central training record is accurate and up to date.
- ensuring that mandatory training requirements are highlighted through the appraisal process and feature as part of personal development plans
- ensuring that staff who return from any extended period of leave for 12 months or more (e.g. due to maternity leave, career break etc) identify relevant update training and arrange for members of staff to attend as soon as it practicable on their return to work
- escalating the risk to the Service Director if mandatory training requirements are not being met
- Remedy support training lead will contact any Board member who fails to attend any mandatory Board training session in order to arrange for them to meet with the trainer or another appropriate person to complete the training. Remedy support training lead will maintain a log of compliance which will be submitted to the Training Department.

Individual staff members

Each employee has a responsibility to:

- identify statutory and mandatory training requirements as part of the appraisal process and as part of their personal development plan
- prioritise attendance on statutory and mandatory courses before attending any other training or course of study
- make themselves available for statutory and mandatory training and act on the advice/ guidance/protocols
- act in a safe and responsible manner
- identify gaps in their knowledge and skills • assist their co-workers in operating safely.

If staff deliberately do not attend statutory and mandatory courses which are relevant to their role, they risk facing a disciplinary process.

Training providers

They are responsible for:

- providing information, advice and training to staff on their area of knowledge/expertise
- ensuring that the content of training is up-to-date
- providing access to flexible learning methods whenever appropriate
- evaluating and continuously improving training programmes
- recording training activity (if not captured centrally and providing information on attendance

Monitoring compliance with the statutory and mandatory training policy

Remedy support will use a number of ways to monitor compliance with this policy.

Monitoring will include:

- Monitoring quality of training delivered
- Attendance records and following up of DNAs
- Monitoring compliance between TNA and training delivered
- Updating the TNA and training prospectus

Monitoring quality of training delivered

Each course will include a formal feedback form which will be completed by all delegates. This feedback will be monitored and reviewed by subject specialists and the Training and Development team and used to influence improvements or changes to the course content or method of delivery.

Monitoring attendance

Attendance on all training, including statutory and mandatory training will be monitored by the Training and Development Department via a learning management system. The system administrates all course bookings and once a course takes place an individuals' attendance is logged.

In cases of nonattendance both staff member and manager are contacted via the non-attendance procedure

Approved, Signed and Dated 20/06/2026

Elizabeth Ndegwa

Date to be reviewed :20/06/2027