



HPFT

Statutory & Essential Training Policy

This policy sets out the procedure for ensuring all staff complete the required elements of Statutory and Essential Training.

HPFT Policy

Version	1
Executive Lead	Director of Workforce and Organisational Development
Lead Author	Head of Learning and Development
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Ratified By	Joint Consultative and Negotiating Committee
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Expiry Date	22/07/2022
Target Audience	All staff including staff who are permanent, fixed term contracts and bank staff are required to complete Statutory and Essential Training in line with their role.

Document on a Page

Title of document	Statutory & Essential Training Policy		
Document Type	Policy		
Ratifying Committee	Joint Consultative and Negotiating Committee		
Version	Issue Date	Review Date	Lead Author
V1	22/07/2019	22/07/2022	Head of Learning and Development
Staff need to know about this policy because (complete in 50 words)	This policy sets out requirements for all staff to complete the required elements of statutory and essential training. This is appropriate to the role and in line with statutory and regulatory requirements.		
Staff are encouraged to read the whole policy but I (the Author) have chosen three key messages from the document to share:	<p>There is a process that must be followed for all staff to complete their required Statutory and Essential Training.</p> <p>This policy sets out how to access, view, attend and complete all required Training in line with staff roles.</p> <p>The Policy sets out the roles and responsibilities of staff and managers in relation to completion of Statutory and Essential Training.</p>		
Summary of significant changes from previous version are:	This Policy is a new policy and is a requirement for the Trust.		

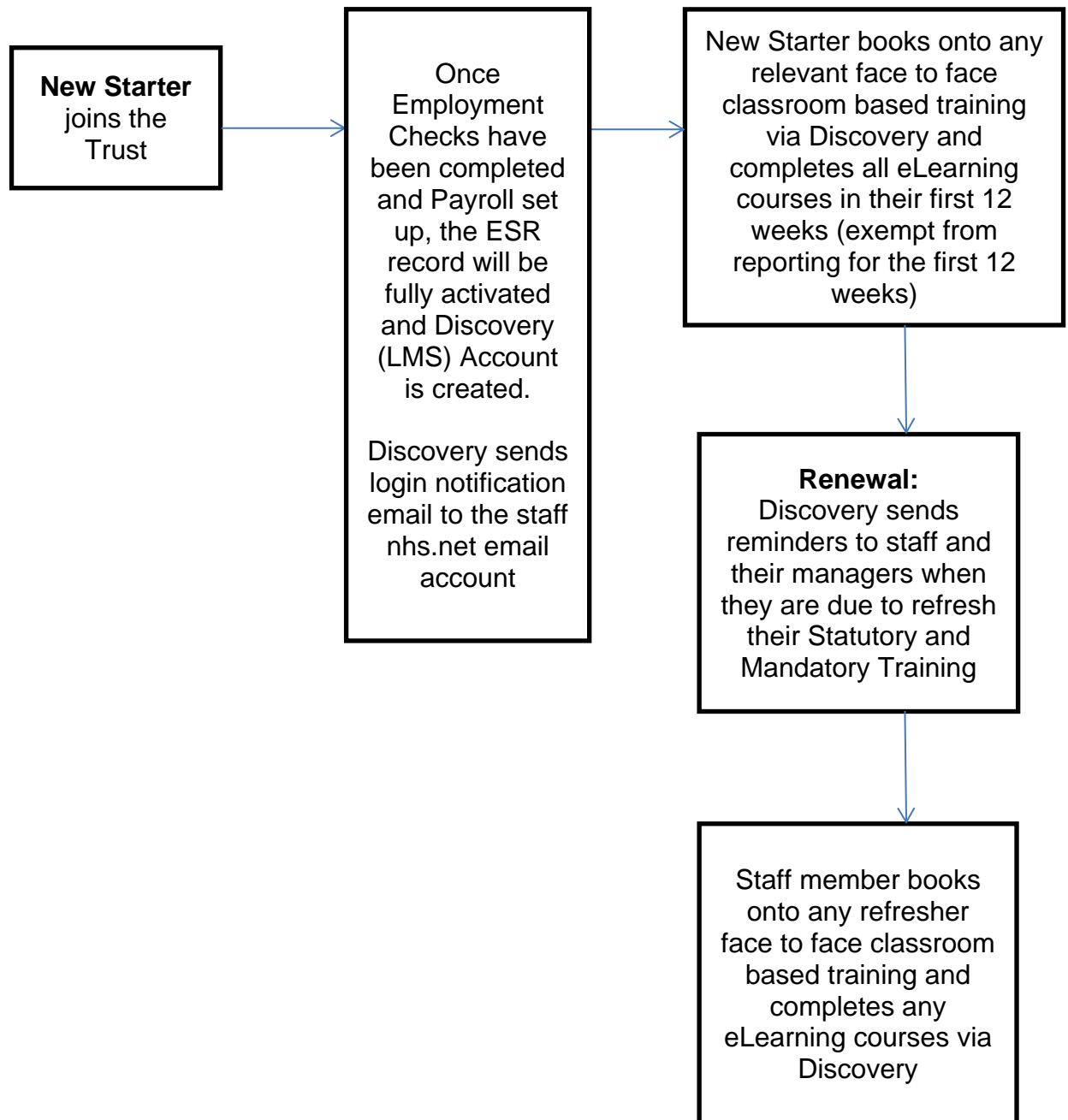
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PART 1 – Preliminary Issues:

1. Flow Chart

- Flowchart – Process for completing Statutory & Essential Training (Steps 1-3 relevant to new employees, Steps 4-5 are relevant to all employees).



2. Introduction

The purpose of this Policy is to ensure that all staff complete the required elements of statutory and mandatory training appropriate to their role and in line with statutory and regulatory requirements.

Hertfordshire Partnership University NHS Foundation Trust (HPFT) has a vision to deliver great care and achieve great outcomes – together. To do this we need great people.

- People who have the right skills and values.
- Leaders who involve and empower.
- A workplace where people grow, thrive and succeed.

Statutory and Mandatory training aids the safe delivery of services by ensuring that staff possess the knowledge and skills to work safely. By understanding procedures and policies, staff will be better able to do their job, maintaining safety for service users, carers and other colleagues. By developing their skills, staff can help the Trust achieve its aim of going from Good to Great.

This policy is intended to support effective management of statutory & essential training throughout the Trust through ensuring organisational consistency of delivery, monitoring and reporting of all training activity.

3. Objectives

The Trust has identified a range of statutory and mandatory training requirements which are to be met to ensure staff are appropriately skilled to reduce risk in all aspects of their work.

The objectives of this policy are:

- To set out the roles and responsibilities of staff and managers in relation to statutory and essential training.
- To set out the way in which the Trust determines Statutory and Essential Training requirements through a Training Needs Analysis (TNA) process.
- To describe the process for delivering and monitoring completion of Statutory and Essential Training within the Trust.
- To set out which staff groups are required to complete the various elements of Statutory and Essential Training.
- To set out arrangements for the follow up of staff who do not attend.

Please note that this policy does not set out in detail arrangements for Induction which is the subject of a separate policy (Induction Policy).

4. Scope

This policy applies to all staff employed on a permanent, fixed term or bank contract by the Trust.

This policy details requirements for Statutory and Essential Training post induction and the process for delivering and monitoring this training. It should be read in conjunction with the Trust's Induction Policy.

5. Definitions

Statutory Training – is required to ensure that NHS Trust and other health and social care providers meet their legislative duties. This type of training is usually required by law or where a statutory body has instructed an organisation to provide training on the basis of specific legislation. Some often describe this as 'essential' or 'compulsory' training. It ensures staff have the knowledge to maintain a healthy and safe working environment for themselves and their colleagues.

Mandatory Training – is an organisational requirement to limit risk and maintain safe working practice. Mandatory training is compulsory training that is determined essential by an organisation for the safe and efficient delivery of services. This type of training is designed to reduce organisational risks and comply with local or national policies and government guidelines.

Essential Training – is determined essential by an organisation for the safe and efficient delivery of services. The training is identified as part of the staffs' role to reduce risk.

Certifications – are a required level/standard of skill/ability that can be achieved through taught and skill based training. For Statutory and Essential training, competency is often referred to as learning either through Booklet, Classroom or E-learning.

Discovery – is a Learning Management System which brings your learning journey into an easier way of working. Discovery was introduced to HPFT in June 2018, as a new learning platform for staff to access Statutory and Essential training (eLearning and classroom), as well as Continuing Professional Development (CPD), Trust Events and compliance. Discovery replaces our old learning system, OLM.

Continual Professional Development (CPD) - the aim of personal and professional development is to help you manage your own learning and growth throughout your career. It's important to continue learning throughout your career and to keep your skills and knowledge up to date. This ensures you continue to work safely, legally and effectively. The Trust offers continuous professional development (CPD) opportunities for both full-time and part-time staff at all levels.

Training Needs Analysis (TNA) – is completed annually as part of the business planning process and is usually presented in the form of a spreadsheet or table, which contains as a minimum: all staff groups; all training required by each group; and the frequency of training required by each group.

Refresher Training – Refers to Statutory and Essential Training which must be re-undertaken at defined intervals.

6. Duties and Responsibilities

- Specific responsibilities of individuals (Job Titles)
- Responsibilities of staff groups or committees

6.1 Trust Executive

The **Trust Executive** will provide a strategic overview of the provision and effectiveness of Statutory and Mandatory Training. This includes the approved policy, procedure and minimum standards and ensuring resources are committed for the operational management, delivery and evaluation of the procedure.

6.2 Learning and Development

The Learning and Development Service will be responsible for ensuring:

- Statutory and Essential Training is available to staff.
- Ensure that staff understand the legislative basis for Statutory Training.
- Address non-compliance with regards to attendance for 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 organisation.
- Ensure that a sufficient number of appropriately skilled trainers are available to meet Trust training needs.
- Quality Assurance takes place on a Quarterly basis with each Statutory Subject Matter Expert (SME).
- To support the profile of raising Statutory and Essential compliance to meet the Trust KPI
- To support and accommodate staff where reasonable adjustments need to be implemented in order for them to access training

6.3 Line Managers

Line managers within the Trust are responsible for:

- Taking a systematic approach to planning for their staff to attend the relevant statutory and mandatory training and provide protected learning time and/or cover to service as appropriate.
- Identifying the Statutory and Essential training needs of their staff.
- Ensuring that mandatory training requirements are highlighted through the appraisal process and feature as part of personal development plans.
- Ensuring that staff returning from any extended period of leave (e.g. maternity leave, career break, long term sickness etc) are provided with protected time to complete their mandatory training completed as soon as reasonably practicable on their return to work.
- Escalating the risk to the Service Line Leads and Managing Directors if mandatory training requirements are not being met.
- Ensuring that Statutory and Essential training is discussed during each individual's supervision and annual appraisal, ensuring that required training is part of their agreed development plan for the year.

6.4 Individual Staff Members

Each staff member has a responsibility to:

- Identify Statutory and Essential and local training requirements on their Discovery record. Mandatory training should be included as part of supervision with their line manager, the yearly appraisal, and personal development plan processes also.
- Ensure availability to attend all relevant mandatory training and act on the advice/ guidance/protocols.
- Ensure they are 100% compliant with training and complete training within a timely manner - within the three month renewal period
- Inform trainer of any health matters (completing Health Disclaimer) that may impede training participation for all classroom based training.
- Inform line manager and L&D of any reasonable adjustments (eg a modified chair) or any learning gaps (eg literacy) where reasonable adjustments need to be implemented in order for learning to be accessed and completed
- Ensure that their required training is completed and refreshed when required.

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

6.5 Subject Matter Experts (SME)

There are a number of Subject Matter Experts (SMEs) who are specialist trainers/advisers within the Trust. They are responsible for:

- Working with the L&D Service and Strategic Business Units (SBUs) to produce an annual Statutory and Essential training plan.
- Providing information, advice and training to staff on their area of knowledge/expertise.
- Ensuring the content of training is up-to-date.
- Providing access to flexible learning methods to staff.
- Evaluating and continuously improving training programmes.
- Forwarding training activity records to Learning & Development Coordinators
- Working with Professional Lead to develop action plans for the provision of identified training needs.
- Discovery – Referring to Training compliance dashboards, monitoring attendance levels for courses
- To be the professional judge on training suitability for staff groups, area and individuals.
- To follow up staff health matters (Health Disclaimer) and provide appropriate advice and guidance including implementing reasonable adjustments for staff in order to access and complete training
- To be the professional judge on training suitability based on health and disability and advising staff accordingly
- Monitor attendance levels for courses, including late arrivals and DNAs
- Ensure to deliver training within Health & Safety guidelines at all times

- To participate actively with Learning & Development in the Quarterly Quality Assurance process.
- When developing or adding additional courses (classroom based or eLearning) to staff compliance matrix, ensure Executive authorisation is in place. Once approval has been given, a paper detailing the background, rationale, cost, frequency and target audience needs to be presented to the Workforce Organisational Development Committee (WODG) for approval.

6.6 External Training Providers

- Ensuring they have an awareness of the organisation's policies (in relation to their subject matter) the range of staff groups attending and their working environments
- Feeding back any problems or concerns to the Learning and Development Service.
- Review and act appropriately on feedback as supplied by Learning and Development Service following delivery of training sessions.
- Working within the SLA agreement

7. Discovery – Learning Management System

Discovery is the Trusts Learning Management System and staff are able to view their required learning, view and book classroom sessions, and complete eLearning.

Discovery was introduced to HPFT in June 2018, as a new learning platform for staff to access Statutory and Essential Training (eLearning and classroom), as well as Continuing Professional Development (CPD), Trust Events and compliance. To access Discovery visit <https://www.discoveryhpft.co.uk>

7.1 Accessing Discovery

Discovery can be accessed anywhere, anytime with any computer, tablet, laptop or compatible smartphone, remote access is as easy as using the following URL: <https://www.discoveryhpft.co.uk>

If you are using an HPFT computer or laptop you can find a shortcut link to Discovery on your desktop. Look for the green D icon and double click it. Or you can access Discovery at work via the Learning & Development Intranet page. Your @nhs.net email address is your username.

For new employees accessing Discovery for the first time please follow the below steps:

To obtain your new Discovery login please follow the below steps:

1. Click on the Discovery Icon on your Desktop
2. On the login page click 'Forgotten your username or password'
3. Type in your NHS email address below the 'Search by email address'
4. Click Search or hit 'Enter' on your keyboard
5. Click Continue

If you have supplied a correct nhs.net email address an automatic email from Discovery will be sent to your NHS email account. It contains easy instructions to confirm and complete a password change. You should be aware how and able to access your NHS Mail easily. NHS Mail can be accessed also remotely via: <https://portal.nhs.net/>.

7.2 Viewing Compliance

Once you have logged into Discovery, your homepage will display your compliance percentage rate at a glance.

To access your full Required Learning page, you can follow either of the steps below:

- Hover your cursor over My Learning and click Required Learning
- Click on the Expired or Compliant box on your homepage

Your Required Learning is split into three areas:

- Compliant – You are compliant with more than three months until expiration
- Due to expire – You are compliant with three months or less until expiration. It is important to reserve time to renew your training before it expires.
- Expired – You are not compliant and must renew your training as soon as possible

7.3 Discovery User Manuals

To help you along your Discovery and learning journey, the Learning and Development Service have developed a number of User Guides to support staff with navigating Discovery. These guides are all available on the Learning and Development page on the Trust's Intranet site and also on Discovery.

A Frequently Asked Questions (FAQ) document has been produced for staff and is available on the Trust Learning & Development Intranet page and Discovery.

7.4 Statutory and Essential Training

Compliance and training is not just about being red, green or amber. Each subject has intrinsic value on achieving good to great. We want to make sure the experiences of our service users and carers is the best it can be. Our Statutory and Essential training for staff has a key role in achieving this, making sure they are equipped to carry out the job they have been employed to do.

The Learning and Development Service have developed a booklet for staff to help them all staff understand their statutory and mandatory training requirements. This

booklet acts as a basic information tool and raises awareness for each subject and can be found on the Learning and Development pages the Trust's Intranet site.

7.5 DNA (No-Show)

Learning & Development will run a monthly no-show report from Discovery and share these with the SBU's, Heads of Nursing and Human Resources Business Partner's.

If staff are unable to attend the training, they must log on to Discovery and withdraw themselves from the course. Otherwise they will be recorded and as a no-show. Line Managers will receive a no-show Discovery notification via email where a member of their staff has booked to attend training and has not shown up. It is the responsibility of the Line Manager, Heads of Nursing and HRBPs to follow up with the member of staff to establish why they did not attend the classroom based training session and to re-book a further session to attend.

7.6 Lateness

It is the staff member's responsibility to ensure they are punctual for all training courses. If they are expected to run late, it is their responsibility to inform the site where the training is taking place and the Learning and Development team.

At the discretion of the Subject Matter Expert (SME) a decision will be made on whether late attendance will be permitted.

Training participation on grounds of lateness must ensure that minimal disruption is made to the other staff and the full learning objectives can be delivered for the remainder of time.

8. Other Learning and Training

8.1 Training Needs Analysis (TNA)

The Training Needs Analysis (TNA) may also include further details such as which training provider will provide the training, the specific training package to be used and the cost of the training. The TNA is then reviewed by each of the professional leads from the relevant staff group and put in priority order based on key business needs, essential for patient safety, evidence based practice, Care Quality Commission compliance, business plan delivery and succession planning and additional learning and development required directly related to service delivery.

8.2 Continual Professional Development (CPD)

The aim of personal and professional development is to help you manage your own learning and growth throughout your career. It's important to continue learning throughout your career and to keep your skills and knowledge up to date to complement both your current role and future career progression. It will also ensure you continue to work safely, legally and effectively. We aim to embed a learning culture where staff develop their full potential and deliver excellent care.

The NHS offers continuous professional development (CPD) opportunities for both full-time and part-time staff at all levels and can consist of academic studies, short unaccredited courses, e-learning or on-the-job learning, almost anything which improves your knowledge and skills can be considered CPD. To access funding for any CPD related courses there is a specific CPD funding application form that should be completed by the applicant and their manager and countersigned by the Senior Operational Manager. The form is then reviewed and accepted or rejected by the Strategic Workforce Development Group panel (SWDG) made up of a representative from each professional group. The applicant is notified of the outcome. Applicants who subsequently fail to attend all sessions and where applicable fail to submit all required work without good reason and do not inform their manager and Tutor are liable for disciplinary action.

8.3 Apprenticeships

Apprenticeships are available within the Trust and are a great way to develop professionally while you work, combining employment, work based training and academic learning.

Apprenticeships help you develop a range of valuable and transferable skills to enhance your performance in your current role as well as your future career prospects.

Within HPFT we have external Apprenticeship providers and Health Education Institutions (HEIs) in place to offer Apprenticeships in the following areas:

- Business Administration Levels 2 & 3
- Customer Service Levels 2 & 3
- Project Management
- Medical Administration
- Adult Care Level 2
- Lead Adult Care Level 3
- Trainee Nursing Associate Foundation Degree
- Flexible Nursing Degree

For more information please contact HPFT Education Manager:
Barbara.Delgaudio@nhs.net

9.0 Quality Assurance and Reporting

9.1 Quality Assurance

The Learning & Development Service strive towards a positive working relationship with all stakeholders, SMEs, training providers and professional leads. They are responsible for collating and analysing Quality Assurance across all courses consistently. This process is in place for both mandatory training, and non-mandatory training organised by Learning & Development.

The Quality Assurance process allows us to monitor and review the current provision of training and areas that are covered are:

- Delegate & Trainer feedback over courses
- Review of Quality Assurance Log
- Reviewing eLearning/classroom content (including all materials)
- Marketing review and proposals
- Monitoring of delegate attendance, including Did Not Attend (DNA) rates
- Compliance across SBUs (if part of Stat/Mand framework), including changes to compliance requirements
- Updates from SME and Learning & Development on next quarter
- Training Commissioning Review (including availability of class bookings/trainers)

Quality Assurance Outcomes:

- Effective and Open Communication with SMEs & Learning and Development
- Improved monitoring of evaluation and actions agreed
- Better commissioning structure for courses – improved training levels within SBUs
- Improved delegate engagement
- Consistently positive feedback across all platforms
- Compliance targets met and increased percentages
- Course attendance levels improve
- Modernizing methods of marketing, learning & working

Learning & Development will ask for all SMEs, training providers and professional leads to provide their feedback on training via a Quality Assurance survey. This is sent via email and completed online.

Once the survey deadline has passed, SMEs and Professional Leads will be given opportunity to meet with Learning & Development. All QA Agenda items will be discussed and compared over previous quarter information. Face to face meetings continue to be of high value and importance, and will continue to be in place as part of Quality Assurance. The virtual feedback will simply allow for responders to provide the first level of feedback, which is easily analysed virtually and compared.

A final analysis of Quality Assurance is collated at the end of the financial year by the Learning & Development Service.

9.2 Reporting

On a monthly basis, the Head of Learning and Development will produce monitoring reports for the Workforce Board which will include reports on the following:

- Compliance with procedure and performance against KPIs for Statutory and Mandatory Training (attendance and completion)
- Compliance with procedure and performance against KPI for Mandatory training (attendance and completion)
- Compliance with procedure and performance against KPI for Essential training (attendance and completion)
- A summary of non-attendance for Statutory and Mandatory Training and Induction
- Action plans for any areas which demonstrate non-compliance

- These reports will comprise data extracted from Discovery.

These reports will be sent to the Workforce Board members, which will be responsible for developing and monitoring the completion of actions to improve compliance with the policy.

The Trust reserves the right to amend the reporting and monitoring arrangements relating to Statutory and Mandatory Training.

10. Agenda for Change Contract Refresh

The NHS Terms and Conditions of Service handbook (Agenda for Change) was republished on 1 July 2018 to reflect changes agreed by the NHS Staff Council. The refreshed terms and conditions include a reform of the pay structure and an introduction of a pay progression review process.

Following the Agenda for Change Refresh, pay progression is no longer annual, nor automatic. Increment points have been replaced by pay step points, related to a number of years' of experience. To progress to the next pay point on their pay step date staff starting in post (or being promoted to a higher band) from 1st April 2019 will need to ensure that all components of the pay progression system are satisfied.

One of the areas that Staff must demonstrate to progress to the next pay step point on their pay step date is that:

- Statutory and Mandatory Training has been completed and they are 100% compliant

For staff that have been in post prior to 1st April 2019 please refer to the Pay Progression Policy.

11. Process for monitoring compliance with this document

Key process for which compliance or effectiveness is being monitored	Monitoring method (i.e. audit, report, on-going committee review, survey etc.)	Job title and department of person responsible for leading the monitoring	Frequency of the monitoring activity	Monitoring Committee responsible for receiving the monitoring report/audit results etc.	Committee responsible for ensuring that action plans are completed
L&D Highlight Report	On-going committee review	Head of Learning & Development	Monthly	Workforce & Organisational Development Group	Workforce Board

Quarterly Update on Statutory & Essential	Audit	Head of Learning & Development	Quarterly	Workforce & Organisational Development Group	Workforce Board
Bi-annual Mandatory Training Report	On-going Committee review	Head of Learning & Development	Bi-annual	Integrated Governance Committee (IGC)	Workforce Board

12. Embedding a culture of equality and respect

The Trust promotes fairness and respect in relation to the treatment, care and support of service users, carers and staff.

Respect means ensuring that the particular needs of ‘protected groups’ are upheld at all times and individually assessed on entry to the service. This includes the needs of people based on their age, disability, ethnicity, gender, gender reassignment status, relationship status, religion or belief, sexual orientation and in some instances, pregnancy and maternity.

Working in this way builds a culture where service users can flourish and be fully involved in their care and where staff and carers receive appropriate support. Where discrimination, inappropriate behaviour or some other barrier occurs, the Trust expects the full cooperation of staff in addressing and recording these issues through appropriate Trust processes.

Access to and provision of services must therefore take full account of needs relating to all protected groups listed above and care and support for service users, carers and staff should be planned that takes into account individual needs. Where staff need further information regarding these groups, they should speak to their manager or a member of the Trust Inclusion & Engagement team.

Where service users and carers experience barriers to accessing services, the Trust is required to take appropriate remedial action.

<p>Staff access needs (including disability)</p>	<p>The Trust does not discriminate against staff living with physical, mental and or/emotional disabilities under the Equality Act 2010.</p> <p>All classroom based courses are run over various days and across Trust sites to allow staff to access training who work part time.</p> <p>We will work with staff where we are made aware of a need to implement reasonable adjustment(s) in order for staff to be</p>
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	able to access and complete training.
Relationships & Sexual Orientation	Discrimination based on sexual orientation is illegal under the Equality Act 2010. All staff must complete mandatory training Equality, Diversity & Culture, so are aware of needs and support services which may assist this process
Culture & Ethnicity	The Trust does not discriminate against race or ethnicity of all staff. All staff must complete mandatory training Equality, Diversity & Culture, so are aware of needs and support services which may assist this process.
Spirituality	The Trust does not discriminate against religions/beliefs of all staff. We are sensitive and observant to staff that are unable to attend training on certain days due to their religion or beliefs. Therefore we have classroom based training provided over various days and across Trust sites.
Age	This policy applies to all staff regardless of their age, race or ethnic backgrounds
Gender & Gender Reassignment	Discrimination based on Gender is illegal under the Equality Act 2010. All staff must complete mandatory training Equality, Diversity & Culture, so are aware of needs and support services which may assist this process.
Advancing equality of opportunity	Offer equality of opportunity for all staff
Maternity / Pregnancy	This policy applies to all staff employed by HPFT. All staff that are returning from maternity leave or shared parental leave will be supported to complete all outstanding training and a risk assessment will be completed to ensure they are on reduced duties until they are compliant. Staff that are on Maternity Leave or shared parental leave are able to complete any training and access Discovery during their Keeping in Touch (KIT) days if they wish.

13. Promoting and Considering Individual Wellbeing

Under the Care Act 2014, Section 1, the Trust has a duty to promote wellbeing when carrying out any of their care and support functions in respect of a person. Wellbeing is described as relating to the following areas in particular:

- Personal dignity (including treatment of the individual with respect);
- Physical and mental health and emotional wellbeing;
- Protection from abuse and neglect;
- Control by the individual over day to day life including over the care and support provided and the way in which it is provided;
- Participation in work, training, education, or recreation;
- Social and economic wellbeing;
- Domestic, family and personal;
- Suitability of living accommodation;
- The individual's contribution to society.

There is no hierarchy and all should be considered of equal importance when considering an individual's wellbeing. How an individual's wellbeing is considered will depend on their individual circumstances including their needs, goals, wishes and personal choices and how these impact on their wellbeing.

In addition to the general principle of promoting wellbeing there are a number of other key principles and standards which the Trust must have regard to when carrying out activities or functions:

- The importance of beginning with the assumption that the individual is best placed to judge their wellbeing;
- The individual's views, wishes, feelings and beliefs;
- The importance of preventing or delaying the development of needs for care and support and the importance of reducing needs that already exist;
- The need to ensure that decisions are made having regard to all the individual's circumstances;
- The importance of the individual participating as fully as possible;
- The importance of achieving a balance between the individual's wellbeing and that of any carers or relatives who are involved with the individual;
- The need to protect people from abuse or neglect;
- The need to ensure that any restriction on the individual's rights or freedom of action that is involved in the exercise of the function is kept to the minimum necessary

Part 3 – Document Control & Standards Information

14. Version Control

Version	Date of Issue	Author	Status	Comment
V1	July 2019	Lauren McEvoy	Current	New Policy

15. Relevant Standards

Relevant standards might be external and those upon which the procedural document is based or guide by.

16. Associated Documents

- Induction Policy
- Statutory, Mandatory and Essential Training Booklet
- Competency Learning Requirement and Mandatory Training Programme
- Pay Progression Policy

17. Supporting References

When writing a procedural document any references used to evidence the content of the document should be listed in this section

18. Consultation

The Consultation section of the Policy Management System advises on the types of people to invite to express their views and give constructive suggestions to improve the draft policy being worked on.

In the case of the Procedural Document Management System, the following have been consulted so far.

Job Title of person consulted
Head of Learning & Development
Learning & Development Manager
L&D Advisor
L&D Co-ordinators
Education Manager
Medical Education Facilitator

	<i>we are...</i>	<i>you feel...</i>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our  values
 Welcoming Kind Positive Respectful Professional