

Frequently Asked Questions

These are provided for guidance or quick reference guide only, so please always refer to the policy.

1. Getting Started

1.1 What mandatory training do I have to complete?

Your MT is pre-determined and is specific to your job role.

1.2 Why is mandatory training important?

It ensures that all individuals are meeting legislative, regulatory, and professional requirements.

1.3 How long do I have to complete my mandatory training?

Everyone learns at a different pace and has different learning needs. You are advised to speak with your manager at your Local Induction and/or your PDPR as they are there to guide and support you. However, MT should be completed in line with the probation periods outlined in the [Recruitment and Induction Policy](#); it is part of your managers responsibility to ensure that you have completed your mandatory training as part of the probationary process.

1.4 What mechanisms are in place to ensure I have dedicated time to complete my Statutory/Mandatory Training within the necessary timeframes?

There are different mechanisms available to help ensure you complete your MT. The list below is not exhaustive but intended to help the conversation between you and your manager. The best solution is MT being undertaken during work time and other solutions should be an alternative, not a first option. However, a reasonable management request in this area is valid.

Example Mechanisms:

- Dedicated / Protected Time at Work
- Team Training Day
- Time of in Lieu (TOIL)
- Overtime
- Remote Access to Learning Systems

You are advised to speak with your manager at your Local Induction and/or your PDPR as they are there to guide and support you.

1.5 Who do I contact if my mandatory training needs are incorrect?

In the first instance, discuss your concerns with your manager. Once you have both agreed, your manager should contact [HR Direct](#) with details of your requirements.

1.6 Can I let someone else complete my mandatory training for me?

No, it is necessary that you fully understand the detail in each package so that you know how to correctly respond in any given situation. Should this occur, this will be fully investigated under the [Disciplinary Policy](#) and the appropriate action may be taken.

1.7 What do I do if I need support to complete my mandatory training?

Speak with your manager to discuss what support you need. The types of support that may be considered are:

- requesting time away from your duties to complete your MT
- seek reasonable adjustments to support you
- seek help with any MT you may be struggling with

Completion of MT is ultimately your responsibility. If you do not raise any questions, issues or concerns with your manager, then we will not be able to support you.

2. Remaining Compliant

2.1 How will I be notified when my mandatory training is due to expire?

You will receive an automated reminder advising you that your MT has lapsed. It is good practice to regularly check our Learning Management Systems and diarise time to ensure you remain compliant. For people with a lot of directed time in their role (e.g., Donor Carers) adequate, protected time during work should be given so MT can be completed. Managers should cooperate and support people in these types of roles to ensure that this time is provided.

2.2 Who is responsible for booking and completing my mandatory training?

You are responsible. When you log into our Learning Management Systems, some require you to book onto the e-learning or to book MT that requires face to face learning. Guidance is available on [People First](#). Any issues contact [HR Direct](#).

2.3 What should I do if I've completed training, but I'm still showing as non-compliant?

Training completed on our Learning Management Systems will be updated automatically, face to face training records should be sent to HR Direct. If you believe you have completed MT and it hasn't updated, contact [HR Direct](#) to resolve.

3. Mandatory Training Delivery

3.1 Where can I access the notification of Course Attendance Log?

The Course Attendance Log can be found on [People First](#). This will need to be downloaded, filled out and sent to [HR Direct](#).

3.2 How do I know I have completed the e-learning training package?

When you complete and pass any e-learning your training record in our Learning Management Systems will be updated to indicate that you have passed.

3.3 Do I have to complete face to face training as well as e-learning?

Some training packages do require face-to-face training as well as e-learning to become compliant with MT.

3.4 Do I have to repeat the training if I have completed mandatory training within another NHS organisation?

We would normally expect you to complete all NHSBT MT requirements. However, if you have completed the MT elsewhere in the NHS who are aligned to the Core Skills Training Framework (CSTF) then some MT records may be automatically transferred from your previous employer. If your previous NHS employer was not part of the CSTF you should discuss this with your manager and provide evidence of completion.

To have your record updated, you will need to provide evidence of completion which should detail your name, course title and date completed. You will need to resubmit this detail with each refresher

period that you complete. If agreed, these details must be sent to [HR Direct](#) so that the evidence can be reviewed by the Subject Matter Expert (SME) and once approved, Learning Management Systems will be updated.

3.5 What should I do if I have not been allocated any protected time to complete mandatory training?

You are entitled to protected time to complete your MT. If this has not been provided, you should discuss this with your manager or manager's manager in the first instance. If you are not able to resolve the issue, then you can contact [HR Direct](#) for advice and support.

4. Policy Approval and Review

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