

## SALISBURY NHS FOUNDATION TRUST Mandatory and Statutory Training Policy

### 1. Quick Reference Guide

- This Policy applies to all employees engaged on a contract of employment including fixed term contracts and Bank workers.
- As Trust employees you must ensure that you are compliant with the mandatory and statutory training (known as MAST) required for the role(s) that you perform.
- MAST training requirements can be found via the MAST Grid on the Managed Learning Environment (LEARN), accessible via the Trust intranet
- MAST training is available to access and/ or book via the Managed Learning Environment (LEARN).
- Guidance for People Managers in how to ensure their team members are compliant with MAST training.

### 2. Introduction and Purpose

- Our ability to deliver outstanding patient care safely every time is in part reliant on creating an environment where our staff understand, undertake and meet the mandatory and statutory training requirements for their roles.
- We are committed to ensuring that MAST training is relevant, easily accessed and that there is adequate provision for training. It is the responsibility of staff, managers and each division to ensure that our people are released to attend and complete the required training prior to the stated expiry date.

Version Information			
Version no.	Updated by	Updated on	Description of changes
1.0	Nicola Summerill	4/10/2021	New Policy
1.1	Head of Education and Apprenticeships	October 2022	OD&P Policy and Procedure review in new Template including <ul style="list-style-type: none"> <li>• New introduction and Purpose</li> <li>• Table of definitions</li> <li>• Tables of key responsibilities, by department/ role</li> <li>• Guidance for People Managers on statutory and mandatory training requirements</li> </ul>

### 3. Eligibility

This policy applies to all employees engaged on a contract of employment including fixed term contracts. It also includes, Bank workers and employees working as part of service provision for other Trusts, staff on honorary contracts exceeding 3 months and regular volunteer staff.

#### 4. Scope

Temporary workers engaged via agencies and contractors must have their MAST training needs met via their employer before starting work with the Trust.

The contents of this policy and procedure cover the following:

- The current legislative and mandatory requirements relevant to the Trust and how requirements will be kept up to date
- The Trust’s alignment with the Core Skills and Training Framework
- The responsibilities of employees, line managers and others involved in Mandatory and Statutory topics
- How the organisation will monitor its compliance and what actions it will take against any non-compliance.

#### 5. What is Mandatory and Statutory (MAST) training?

Mandatory and statutory training is training that is required by legislation, regulation or by other NHS bodies. The table below provides a further explanation of the key terms used within the Trust when referring to Mandatory and Statutory Training.

<b>Managed Learning Environment (LEARN)</b>	The Platform through which e-learning modules and assessments are completed, individual training compliance records are stored and accessed, and Trust mandatory training compliance data can be extracted.		
<b>Training Type</b>	<b>Staff</b>	<b>Reporting system</b>	<b>LEARN management</b>
<b>Statutory training (St)</b>	Staff are required by law to have this skill/knowledge to complete their role	External and Internal	Added to accounts by the Trust Education Department where: <ul style="list-style-type: none"> <li>• applicable to all staff groups</li> <li>• all staff in certain groups (e.g.: <u>all</u> registered nurses)</li> </ul> Added to accounts by Subject Matter Expert (SME) where: <ul style="list-style-type: none"> <li>• applicable to certain staff in certain staff groups (e.g.<u>some</u> registered nurses depending on role)</li> </ul> Cannot be added to account by individuals
<b>Mandatory training (Ma)</b>	Identified due to national or organisational requirements. To be completed by various staff groups	External and Internal	As above
<b>Training essential for role – patient safety</b>	Training undertaken by specific groups of staff. Underpinned by regulation or recommendations. Organisation deems significant patient safety risk.	Internal only	Added to accounts by SME or People Managers
<b>All other training</b>	Not required but good for CPD etc...	Not reported	Added to learning tree by individual or People Manager

## Alignment to Core Skills and Training Framework

- Core Skills and Training Framework (the “Framework”) produced by Skills for Health, sets out a framework for use by healthcare organisations to help guide and standardise the focus and the delivery of key statutory and mandatory training skills [UK Core Skills Training Framework \(CSTF\) - Skills for Health](#)
- This Trust is committed to delivering its Mandatory and Statutory Training and assessments for all of the subjects in the Framework, to the minimum learning outcomes set out in the Framework and agrees to accept training and assessments delivered by other organisations that have confirmed that they deliver their training to the same Framework.

### 6. Who is responsible for ensuring compliance with Mandatory and Statutory (MAST) Training?

Everyone has a role to play in ensuring compliance with mandatory and statutory (MAST) training, but the table below sets out specific roles and responsibilities. MAST training is set out in below and can be accessed here [Appendix A - MAST Grid](#)

Who	Your key responsibilities
<b>All Staff</b>	<ul style="list-style-type: none"> <li>• Ensuring that they are always fully compliant with all relevant topics</li> <li>• It is a professional responsibility to ensure that staff are compliant at all times and failure to be compliant may be referred to the relevant Professional Body.</li> </ul>
<b>Managers</b>	<ul style="list-style-type: none"> <li>• Ensure each team member has the correct training requirements assigned to them, working with SME’s to ensure role specific training is correctly assigned.</li> <li>• Responsibly for identifying any errors in data to the Education Administration Team as soon as identified to enable timely correction</li> <li>• Supporting staff to be fully compliant. This may include ensuring protected time is provided, monitoring compliance, agreeing plans for completion and actioning consequences for non-completion.</li> <li>• Establish any Role Specific Essential Training in addition to MAST training and ensure assigned to individuals appropriately.</li> </ul>
<b>Chief Operating Officer</b>	<ul style="list-style-type: none"> <li>• Responsible for compliance rates of the organisation and ensuring that managers release staff to keep their training up to date and performance manage any staff that are non-compliant.</li> </ul>
<b>Subject Matter Expert (SME)</b>	<ul style="list-style-type: none"> <li>• Assess the risk to the organisation of their subject and recommend mitigations to reduce the likelihood of risk realisation, this includes but is not limited to training staff.</li> <li>• Ensure that training is accessible for all staff, up to date and relevant, including a minimum annual review, and that alignment to the Core Skills Training Framework is maintained where applicable,</li> </ul>

	<ul style="list-style-type: none"> <li>• Support line managers to identify Role Specific Training for their teams</li> <li>• Utilise data from LEARN and other available reports to monitor compliance and raise risks to the relevant governance committee.</li> <li>• Ensure accurate records are kept for attendance at all face to face/classroom MAST training and updated on LEARN</li> <li>• Regularly evaluate training from staff attending</li> <li>• Submit Mandatory Training Ratification Requests to the EDG for any new training that has been identified for consideration to be mandatory</li> </ul>
<b>Education Department</b>	<ul style="list-style-type: none"> <li>• Ensure all MAST training eLearning can be easily accessed by all staff, that information about MAST training requirements is kept up to date and communicated to staff.</li> <li>• Overall management of the LEARN platform, including providing training to line managers in how to manage staff accounts</li> <li>• Production of compliance and non-compliance reporting to relevant governance groups.</li> <li>• Changes to MAST training requirements (agreed by the Education Development Group) are communicated to staff.</li> <li>• The decisions of the Education Development Group are communicated to Subject Matter Experts.</li> <li>• The rates of compliance is <b>NOT</b> the responsibility of the Education Department it is for staff to be compliant at all times, for people/line managers to release staff for training and for the Chief Operations Officer to ensure that all staff are compliant, as required.</li> </ul>
<b>Education Development Group (EDG)</b>	<ul style="list-style-type: none"> <li>• Review all Mandatory Training Ratification Request forms submitted for any new mandatory training under development or changes which require approval. (<a href="#">Appendix C - Exemption Request Form</a>)</li> <li>• Where the decision is made not to support the request, ensure feedback is provided to SME.</li> <li>• Forward all approved request forms to OD&amp;P Management Board/OMB, for ratification and sign off.</li> <li>• Ensure annual review of eLearning modules takes place.</li> <li>• Every 3 years, review all training that has been identified as mandatory outside of the core skills within the CSTF, to ensure it remains relevant and is deemed mandatory.</li> </ul>
<b>Governance Committee's and Operations OD&amp;P and OMB governance committee's</b>	<ul style="list-style-type: none"> <li>• To receive and on compliance reports from Education Department through OD&amp;P Management Board and OMB</li> <li>• To support the Chief Operations Officer to take necessary actions to ensure employees complete training including enabling time to complete and managing persistent non-completion.</li> </ul>

Further detailed roles and responsibilities can be found in [Appendix B - Detailed Roles and Responsibilities](#)

## 7. Mandatory and Statutory Training Process

### Current mandatory training

- MAST training required to be undertaken is recorded on LEARN for all people and managers to see. If either a managers or staff member believes that the training requirements should be changed then a request is to be submitted to [sft.mlehelpdesk@nhs.net](mailto:sft.mlehelpdesk@nhs.net) with a clear rationale for the change to be made, this will be shared with the Subject Matter Expert (SME) for consideration. The SME's decision will be final and any adjustments will be made by the Education Department.
- All completed MAST training (classroom and eLearning) and assessments are recorded on LEARN. Staff attending MAST training classroom events must sign the attendance record so that SME's can ensure that accurate records are upload in a timely fashion.
- LEARN can be accessed via the Trust intranet/internet ([www.mle.salisbury.nhs.uk](http://www.mle.salisbury.nhs.uk)) and is the mechanism for individual staff and managers to view training compliance. If any staff member or manager believes that information has been recorded incorrectly then they must email [sft.mlehelpdesk@nhs.net](mailto:sft.mlehelpdesk@nhs.net) with a clear explanation as to why and the Education Department will investigate and if required consult with the SME.
- An individual's LEARN account allows you as a team member, to see your own MAST training requirements and you must ensure that you are always compliant when on active duty and prior to active duty.
- Managers have administration rights which allow you to see which members of your team are compliant with their MAST training and to plan to schedule and release people for training/assessment as soon as practicable and PRIOR to the expiry of their previous compliance.
- Subject compliance is reported from LEARN reports and shows the percentage of relevant staff that are compliant with training in each mandatory subject. This data can be broken down to a divisional, departmental or individual level in order for local reporting and performance monitoring to be undertaken. A suite of reports is available to Divisional People Business Partners to enable divisions to monitor compliance.
- Monthly MAST training compliance reports are provided by the Education Department to the Trust Operational Management Board (OMB) for monitoring.
- All MAST training modules are to be reviewed annually in April by the SME to ensure they remain up to date with national and local policies.
- All MAST training is reviewed every 3 years by EDG to ensure to ensure it remains relevant and appropriate to be mandatory.

## **Exemptions from Mandatory and Statutory training**

- There are a few occasions where staff may be identified as being exempt from MAST training. If a staff member feels they should be exempt from training they need to complete a Mandatory Training Exemption request Form [Appendix C - Mandatory Training exemption request form](#)
- Referral of staff member to relevant regulator for investigation under fitness for practice on the grounds of failing to be compliant with Mandatory and Statutory training requirements

## **Managing Bank staff Non-compliance**

- Any member of Bank staff who is non-compliant with all required training/assessments will not be offered shifts.

## **Moving from one organisation to another:**

- The Skills for Health Core Skill Training Framework (CSTF) sets nationally recognised standards for MAST training subjects which ensure that aligned organisations are working to the same learning objectives. You will find more information at [www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)
- The Trust is committed to being aligned to the CSTF and recognises training that staff have received in other aligned organisations, thereby reducing the unnecessary duplication of training. Evidence of completion of the agreed CSTF subject can be 'passported' into LEARN. This excludes practical training in Manual Handling and Basic Life Support due the requirement to be trained in Trust specific equipment. The transfer of relevant training from other organisations is managed by the Education Administration Team as part of the induction process.

## **Introducing new mandatory training:**

- The Trust has a set procedure for introducing any new mandatory training to ensure a coordinated and streamlined approach. This approach is set out in [Appendix D - Process for Identifying and Agreeing Mandatory and Statutory Training](#).
- A Mandatory Training Ratification Request form is required for any new mandatory training initiative. This can be found in [Appendix E - Mandatory Training Ratification Request Form](#). Please contact the Education Department if you require further help with this process.

## **8 Monitoring Incidents and Outcomes**

- As the ultimate purpose of Mandatory and Statutory Training is to maximise Patient and staff Safety, it is therefore important that the outcomes and incidents that the Mandatory and Statutory Training is aiming to avoid are measured and monitored. The learning outcomes will be frequently assessed to identify whether the training has an impact on improving patient safety. If not, then the learning outcomes should be reviewed, and information should be feedback to the Core Skills and Training Framework (if applicable) and the national representative bodies seeking that they amend their statutory or mandatory requirements.

- Subject Matter Experts (SMEs) are responsible for monitoring the relevant incidents and outcomes, for ensuring that incidents are reviewed and that these reviews consider whether the staff involved were trained to the required standards, whether the learning outcomes trained helped to limit the risks or not and for identifying whether any additional learning outcomes should be included in future training.
- The following examples of incidents and outcomes that should be measured and monitored are as follows:
  - Conflict Resolution – incidents of physical or verbal abuse
  - Infection Control – incidents of MRSA and other infections
  - Slips, trips and falls – incidents of patient falls

The Subject Matter Expert (SME) is responsible for ensuring that their relevant measure is accurately measured and monitored at appropriate frequencies. In the event that a relevant incident occurs or a monitoring threshold is breached, then the SME will ensure that:

- The incident is reviewed within a practicable timescale.
- The Mandatory and Statutory compliance status of those involved will be reviewed, i.e. had those involved completed the relevant training and if so how long ago?
- Have the learning outcomes trained been applicable and therefore assisted in reducing the impact of the incident?
- Which of the learning outcome trained were not applicable and therefore did not reduce the impact of the incident?
- What additional learning outcomes would have helped to reduce the impact of the incident? Is it likely that these additional learning outcomes, if trained, would likely reduce the impact of future incidents?

If the SME believes that additional learning outcomes should be added into future training, then a local risk assessment is to be completed and submitted to the Risk Committee for a decision as to whether it should be added into future training.

If the SME believes that any of the learning outcomes are regularly trained but do not reduce the impact on incidents, then a local risk assessment is to be completed and submitted to the Risk Committee for a decision as to whether it should be excluded from future training.

If the Risk Committee agree to make amendments to learning outcomes for future training and the subject is part of the Core Skills and Training Framework produced by Skills for Health, then the Skills for Health will be notified of the changes so that they can incorporate the feedback into the next version of the Framework.

In the event that the threshold for the outcomes is breached then the SME is to undertake a detailed review of relevant measure and to consider whether the breach has anything to do with the compliance level, the learning outcomes and whether any amendments should be made.



## **9. Guidance for People Managers – Statutory and Mandatory Training**

### **9.1 Benefits**

Your role is integral in helping us achieve our ambition to make our organisation a truly outstanding place in which to work. For this to happen we know that all our people need to receive appropriate training and support to enable them to provide the best care possible to our patients and clients. Mandatory and Statutory training is key to ensuring that legislative and NHS specific requirements are met.

### **9.2 Your Responsibilities as a Manager**

As a manager you are responsible for ensuring that your team members complete and comply with MAST training requirements, and they have 'protected time' to enable them to complete the required training in a timely way and before expiry. You are also responsible for monitoring MAST training compliance within your area(s) of responsibility and for ensuring that where this is not the case, appropriate action is taken.

Guidance is available from the Education Department should this be required.

## **10. Monitoring compliance and the effectiveness of this policy**

This will be monitored by OD and P Division who will report compliance to the OD & P Management Board and the Operational Management Board who will:

- Review MTRR forms forwarded by EDG for ratification and approval.
- Monitor compliance reports provided by the Education Department.
- Respond to risks raised by the Education Department.
- Review action taken against the implementation plan for new mandatory training, e.g., SME to provide feedback on progress and evaluation after a specified period for all new mandatory training.






All managers and employees are responsible for the implementation of this policy and procedure. Line managers must ensure their direct reports are aware of the policy.

## **11. Equality Impact Assessment**

An Equality Impact Assessment has been completed and was presented to the ratifying committee at the time of approval. Mandatory and Statutory training must be accessible by all. Those with hearing and visual impairments for example would require reasonable adjustments. All training developed must be suitable for those with English as a second language and be in simple plain English for those with developing literacy skills.



## Appendices

Appendix	Description	File
A	MAST Grid	 Appendix A MAST Grid.docx <a href="https://mg.salisbury.nhs.uk/media/3284/appendix-a-mast-grid.docx">https://mg.salisbury.nhs.uk/media/3284/appendix-a-mast-grid.docx</a>
B	Detailed Roles and responsibilities	 Appendix B Detailed roles and r <a href="https://mg.salisbury.nhs.uk/media/3524/appendix-b-detailed-roles-and-responsibilities.docx">https://mg.salisbury.nhs.uk/media/3524/appendix-b-detailed-roles-and-responsibilities.docx</a>
C	Mandatory Training Exemption Request Form	 Appendix C Mandatory Training <a href="https://mg.salisbury.nhs.uk/media/3521/appendix-c-mandatory-training-exemption-request-form.docx">https://mg.salisbury.nhs.uk/media/3521/appendix-c-mandatory-training-exemption-request-form.docx</a>
D	Process for identifying and agreeing Mandatory and Statutory Training	 Appendix D Process for Identifi <a href="https://mg.salisbury.nhs.uk/media/3522/appendix-d-process-for-identifying-and-agreeing-learning-needs.pdf">https://mg.salisbury.nhs.uk/media/3522/appendix-d-process-for-identifying-and-agreeing-learning-needs.pdf</a>
E	Mandatory Training Ratification Form	 Appendix E Mandatory Training <a href="https://mg.salisbury.nhs.uk/media/3221/appendix-e-mandatory-training-ratification-request-form.docx">https://mg.salisbury.nhs.uk/media/3221/appendix-e-mandatory-training-ratification-request-form.docx</a>

<b>Post Holder /Author Responsible for Policy:</b>	Head of Education and Apprenticeships
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