

Mandatory Training Policy and Procedure



1.0 Introduction

1.1 Xander Recruitment Group is committed to providing a high quality and safe service. Underpinning this objective is the need for all staff to be fully compliant with the core skills needed in their role. This includes the need to be compliant and up to date on statutory and mandatory training topics and is in line with the Skills for Care, and Core Skills Training Framework and the NHS 16 care standards (Care Certificate).

This policy details the system for Xander Recruitment Group to ensure that all staff receive adequate statutory and mandatory training and other non-essential training.

1.2 The policy is underpinned in with guidance from national bodies which includes CQC, NICE, Professional bodies as appropriate (NMC, GMC), Health and Safety Executive and other local health providers, to ensure all requirements are met.

1.3 Statutory Training is the type of training that is required by law or where a statutory body has instructed an organisation to provide training based on specific legislation (i.e., the Health and Safety and Work Act 1974 and the Management of Health and Safety at Work Regulations 1999).

1.4 Mandatory Training is compulsory training that has been determined essential for the safe and efficient delivery of services. It is designed to reduce organisational risk and comply with local or national policies and government guidelines. This is determined by us ensuring that we are complying with the latest training requirements set by the organisations listed above and liaising with them to put into place the most current mandatory training standards. We will put in place with our compliance team a 3 yearly Training Needs Analysis undertaken with our Training providers and in conjunction with clinical leads and other healthcare organisations to ensure best practice is achieved.

2.0 Purpose

2.1 The purpose of this policy is to ensure that all staff employed by Xander Recruitment Group whether working with our clients or in the office of Xander Recruitment Group operate in a safe and competent manner.

3.0 Scope

3.1 This policy applies to all employed staff working in all settings with Xander Recruitment Group.

3.2 Xander Recruitment Group requires that all new employees who register that have no training certificates, unable to provide all certificates relating to the Statutory and Mandatory training, or we fail to obtain satisfactory verification of certification, must attend a full mandatory training session that covers all Statutory and Mandatory training modules in person with our training provider and someone from Xander Recruitment Group office staff will be there to gauge the suitability of the individual and if required in discussion with the trainer if further training and development is required for that individual before they are signed off as being competent and compliant with current legislation.

3.3 The renewal periods are the maximum timescales that staff should complete training. Staff can opt to, or may be required to, refresh training earlier than the indicated timescales to maintain their skills.

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3.4 Xander Recruitment Group agrees to accept training and assessments delivered by other organisations that have confirmed that they deliver training to a recognised national standard or framework, with verification of authenticity.

3.5 All Xander Recruitment employees will attend a general induction that will be an introduction to the company and to go through certain policies and procedures expected of them and for them to raise any questions they may have.

4.0 Responsibilities

It is the responsibility of all staff to access statutory and mandatory training as shown on the Essential Training Matrices. This is monitored at completion of probation (6months)/staff appraisals(annual), as appropriate, by their line manager and/or the clinical trainer.

5.0 Exemptions from attending some or all of Statutory and Mandatory training

5.1 If staff can provide evidence of training in any of the statutory and mandatory topics, then this may be sufficient to exempt from having to repeat the training at Xander Recruitment Group until they reach the required refresher period due to expiry of the original certificate/training.

Examples of other organisations, which may provide acceptable training, include (but are not limited to):

- Another NHS organisation
- Another organisation which provides training in a multi-agency topic e.g. Safeguarding Evidence may include:
- Original certificate or evidence of attendance
- Email or report from the organisation where the training was delivered
- A up to date training matrix that shows company name and completion date – not applicable if only shows expiry dates

5.2 Any requests to be exempt from attending/completing training, because of existing competence achieved elsewhere, must be submitted along with acceptable evidence to the Compliance Team. The Compliance team on speaking with our training provider partners will make an informed decision on the appropriateness of previous learning. Additional guidance may be sought from other professionally recognised bodies.

5.3 3.3 Additionally, staff will not be required to complete statutory and mandatory training if their employment status is one of the following: Maternity/Adoption/Shared Paternity leave; long-term sick, career break.

5.4 Once staff return from any authorised long-term absence, then arrangements must be made by the individual's line manager for them to complete any outstanding statutory and mandatory training at the earliest opportunity.

6.0 Actions and procedures

6.1 Recording of Training

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Xander Recruitment Group will maintain accurate and up-to-date records of completions/attendance and produce reliable, frequent, and trusted reports, visible to all staff. An attendance register will be taken of all training events and scanned electronically. It is the responsibility of the Xander Recruitment Group office staff to record completions/attendance at Induction and Statutory and mandatory Training. It is the responsibility of the Compliance Team to record all other completions/attendances.

6.2 Appraisal Evidence of statutory and mandatory training will be required at annual appraisal. It is the appraisee's responsibility to provide this information for the appraiser.

6.3 Non-essential training

6.3.1 Any request to attend a non-essential training event should be discussed by the individual with their line manager in the first instance to establish if the event is appropriate and linked to appraisal objectives. The mechanism for feedback at this point should also be agreed at this point.

6.3.2 The Clinical Trainer in conjunction with your line manager will then decide if it is appropriate and necessary for you to attend. Consideration will be given to:

- How this event relates to your role - Is the event essential for service delivery
- Has the event been highlighted as necessary for your professional development
- Costs involved in putting on non-essential training if it is not beneficial to the individual's development

6.3.3 Once it has been authorised, the Compliance Team will pass this to the Director to sign off on

6.3.5 After completion you the individual will review the learning and development from the event on a reflection form. This should be completed within 2 weeks of the event.

6.3.6 If permission to attend the event is declined, this will be documented on your personal file, with the reasons. The Compliance Team will discuss this with the individual and their line manager.

6.4 Expenses at times Xander Recruitment Group may pay the staff for attending training if it precludes them from being able to accept placements

7.0 Statutory and Mandatory Training Compliance

Xander Recruitment Group is committed to providing a high quality and safe service. Underpinning this objective is the need for all staff to be fully compliant with the core skills needed in their role. This includes the need to be compliant and up to date on statutory and mandatory training topics for their role.

7.1 There is a clear escalation process, which identifies the timescales and responsibilities for the compliance team, employee, line manager and senior manager. This is detailed as follows:

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Stage	When	Consequences	Who is Contacted	Responsibility
1	After a study day/course/deadline for completing e-learning or workbook	Employee does not attend/complete some/all of booked statutory and mandatory training	Employee and line manager asked to rebook a date (normally within 10 working days)	Employee
2	Specified Deadline passes	Statutory and mandatory training not Rebooked/attended/ completed by employee	Line Manager	Line Manager
3	After failure to book/attend/complete statutory and mandatory training	Line manager/Senior manager instigates meeting to manage non-compliance. 10 working days given to employee to book/attend/complete training before meeting again	Employee Compliance Manager	Line manager/senior manager/ compliance manager
4	Failure to book/attend/complete training after 10 days	If after meeting, training is still outstanding, then Xander Recruitment Group disciplinary procedure commences	Employee Line Manager Senior Manager HR division	Line manager/ Senior manager

7.2 The above escalation process assumes that there are no extenuating circumstances which prevent the employee from completing or booking onto any outstanding statutory and mandatory training. If there were, then these would be documented and considered in any conversations that take place between the relevant parties.

7.3 It is envisioned that as we upload the staff to the Mandatory training tracker that they will then have access to see what courses are about to expire so they can clearly see their individual requirements and compliance. Organisational access for managers will allow the generation of compliance and other reports. The Clinical Trainer and Business Manager are responsible for a pathway of responsibility to upload and update training records.

8.0 Managing Non-compliance

8.1 An employee that is not fully compliant with all the statutory and mandatory training topics relevant to them is required to agree an action plan with their line manager such that they become compliant as soon as practicable as they will not be able to continue working. This only refers to Xander Recruitment staff that are working for us all new staff before being placed in work with Xander Recruitment Group must have all Statutory and Mandatory Compliance in place and verified.

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8.2 Line managers are required to have an action plan in place for each individual who is not fully compliant as soon as practicably possible.

8.3 Xander Recruitment Group reserves the right to take disciplinary action in accordance with the Xander Recruitment Group Disciplinary Procedure, if there are no mitigating circumstances, where it is deemed appropriate.

8.4 Xander Recruitment group reserves the right to withdraw the opportunity to access any other learning until the employee is fully compliant with their relevant statutory and mandatory topics.

8.5 Xander Recruitment Group reserves the right to place on hold and not offer them any further placements with our clients until the employee is fully compliant

9.0 Monitoring Statutory and Mandatory Training Compliance

Statutory and mandatory training compliance will be monitored by the Compliance team and reported quarterly to the relevant bodies within the Xander Recruitment Group so that any actions can be put into place and for quality assurance purposes.

APPENDIX A: Induction – All New Employees to complete who do not have all training certificates required to be compliant

Topic	Additional Information
Resus Council UK Basic Life Support	Adult for Adult placements, Adult and Child for Paediatric, Newborn life support for neonatal placements
CSTF Manual Handling (of people and objects, L2)	
CSTF Health and Safety	
CSTF Fire Safety	
CSTF Information Governance	
Complaints Handling	
Lone Working	
COSHH and RIDDOR	
CSTF Infection Control L2	
CSTF Conflict Resolution	
CSTF Equality, Diversity and Inclusion	
CSTF Safeguarding Children L2	L3 for Paediatric placements
CSTF Safeguarding Adults L2	
CSTF Radicalisation	
Mental Health Act and Mental Capacity Act	
NEWS2	
Counter Fraud	
Food Hygiene	
Tissue Viability	
Medication Management	Qualified Only
Blood Management/Transfusion	Qualified Only
PPE Donning and Doffing	
Autism Awareness/ Oliver McGowan	

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RRN Training (Physical Restraint)	If required by client, Mental Health workers where physical restraint is needed when ratio is in place with the client
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