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**GP IT Futures Training Plan for <Capability/Supplier>**

Document management

Revision History

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Glossary of Terms

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| Term / Abbreviation | What it stands for |
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# About this Document

The purpose of this document is to detail what should be included in the **<insert name of system, capability or release>** training plan.

It is based on the guidance produced by the Training Quality Improvement Team at NHS Digital. Email: [tqi@nhs.net](mailto:tqi@nhs.net)

This training plan will describe the resourcing, design, development, delivery, evaluation and assessment to support the **<insert name of supplier / capability>** training programme(s) (with timescales).

Key inputs into the plan will be:

* Learning Needs Analysis (LNA)
* Training Impact Analysis (for upgrade and any subsequent new capability training)

# Introduction

<A brief description of the supplier and the capabilities provided and background.

The Supplier should:

* Provide a brief description of the GP IT Futures Capabilities they provide under the Framework Agreement
* Provide an outline description of the Training Services for each GP IT Futures Capability delivered under the GP IT Futures Framework Agreement.
* Describe their expected target audience for training within the NHS organisation(s), e.g. different staff roles/groups (clinical/non-clinical staff, practice nurses, practice managers, trainers, end users, including back office and IT staff, etc.) and approximate number of staff and sites to be trained.>

# Purpose and Scope

<This section will summarise the training programme this plan is intended to support. His includes training for Train the Trainer and end users (which include IT staff and systems administrators).

## Use of sub-contractors

Where the Supplier uses or is intending to use sub-contractors for any training activity, they must confirm compliance or intended compliance to the GP IT Futures training standard in this section.>

## Out of scope

<Define any areas of training that fall outside the scope of the plan, but are vital to the plan’s success, e.g. provision of pre-requisite skills, smart card training. >

# Objectives

<List the main **training** objectives to be covered by this plan.>

# Assumptions

<Include any assumptions that relate to the delivery of the training. For example, level of non-attendance, pre-requisite knowledge, availability of training environments, etc. >

# Learning Needs Analysis

<This section will describe the Learning Needs Analysis (LNA) that has been / will be carried out and the gap analysis that will be addressed by this plan. Details will include information about:

* Tools and resources used to carry out the LNA
* Current and future competencies
* Number of staff and organisations/sites to be trained
* Different staff groups (clinical, non-clinical, system administrators, trainers, etc.) to be trained
* Any pre-requisites that either the end user staff or those attending train the trainer need to have met before they receive the training
* What training is needed (e.g. end user, train the trainer, back office staff, pre-requisite training)
* Which organisation (Supplier or Local Organisation) will deliver the identified training

Consider and prioritise the needs of the different staff groups (clinical and non-clinical) staff.

Clarify if there are any differences in the amount of time it is going to take to deliver the training to different groups of staff.>

# Training Approach

<This section will detail how the training will be delivered, based on

* LNA results
* Feedback from user acceptance testing
* Lessons learned from previous similar training programmes>

## Roles and responsibilities

<Supplier’s training teams: describe what roles, responsibilities and numbers are required for

* Trainers if you are delivering face to face or web-based learning
* Digital learning developers
* Administrative and other training support staff.

In relation to the organisations to be trained by you, please outline the roles and responsibilities where they have a direct impact on the training. Please define whose responsibility it is to provide pre-requisite skills for end users, ensure that experienced trainers are available for Train the Trainer, ensure release of staff for training, provide training locations, etc. >

## Training design, delivery and methods

<Please describe:

* Type and format of courses and explain the rationale for this approach in relation to the staff groups to be trained. For example, will the training be delivered as face to face, classroom-based, eLearning, via webinars or a mix of delivery methods? Will a modular approach be taken? Will you use a train the trainer or end user approach, or a mix and if so, explain when and why?
* What training materials and methods will be used and when they will be delivered. A range of training delivery methods must be considered/proposed and used where appropriate and hosting arrangements for elearning materials to be outlined.
* How will subject matter experts (Supplier and End User) be involved in the design and development of the training materials and methods
* How/ where the training is going to be delivered. i.e. on-site, at your venues or as self-directed / eLearning
* How you will ensure your training is contextualised and role-based including how new or local business processes will be included in the training design.>

## Training for new capabilities

<Prior to rolling out training on a new capability, a Training Impact Analysis should be carried out to gauge the scale of the impact on end users and correct methods of training to be used. The results of this will feed into the local training plan. Please include information about your overall approach to assessing the impact and training design for future capabilities>

### Training Impact Analysis

< Please include details of how you will assess the impact on training.>

### Pilot Training

<Pilot training is a walkthrough of the training method and materials with a representative target audience to effectively test the training prior to implementation/roll out. Pilots should be carried out for all new capabilities.

* Describe how the training will be piloted and evaluated so that feedback can be incorporated into your main training delivery.>

## Training environment

<Provide details of the training environment that will be set up to replicate the live working environment and how you will ensure the training data used is representative and not patient identifiable.

* Will the customer organisation have any configuration responsibilities for the environment?
* Any limitations on the environment, e.g. licence restrictions and/or number of concurrent users
* Will training environments be available for go-live and on-going training?
* How will the data to be used for the training, be derived and configured?
* Agree the refresh, reset and maintenance processes for the training environment for go-live and on-going training.

For further information about connecting to NHS Digital’s training spine environment (T-Spine) which emulates live Spine services, please contact platforms.supportdesk@nhs.net.

Please note: if any training is to be **demonstrated** on the live system, test patients only can be used. Please explain how these patients will be set up and managed, and how you will ensure the integrity of live patient data.>

## Training materials

<When describing the materials you will provide, please explain:

* What training materials will be provided to trainers and end users, for example:
  + background materials, learning needs analysis, lesson plans, course outlines, trainer notes, presentations, user guides, digital learning / online courses and resources, quick reference guides, videos, FAQs, evaluation and assessment materials, etc.
  + How materials can be organised and referenced in order for them to be easily searchable by end users using key words for specific tasks, which can be accessed via the live system through context sensitive help (if applicable).
* How the customer organisations and subject matter experts will be involved in the review of the training materials
* How the customer organisations’ trainers will be able to localise these materials if required
* How the customer organisations will access these materials and how you will ensure they have access to the latest version
* The process to ensure the materials are fit for purpose, accurate and then consistently updated if changes are required
* Timescales for the delivery of the materials to the customer organisations
* How the customer can provide feedback on inaccuracies or suggestions for improvements to materials.>

## Timescales

<Please provide:

* How far in advance the customer organisations will need to book any training sessions if delivered on-site
* Include the duration of the different courses i.e. for the end user training and train the trainer courses.>

## Resources

<Identify the resources to support the training programme (to ensure their availability). E.g.:

* Venues, with appropriate hardware and software if required. Please indicate the minimum specification if known, who is responsible for providing and managing the venues, set up, maintenance and health and safety aspects.
* Systems and technical infrastructure that need to be in place
* Trainers
* Administrative support, including learning management systems if used.>

## Maintenance and upgrade training

<Describe the arrangements for “maintenance” training, including how and when updated training materials will be provided and training environments are maintained to reflect the live version of the software.

Similarly, arrangements and schedule for upgrade training must be provided, with timescales for providing an impact analysis, upgrading materials and provision of further training.

Please describe how and when this will be communicated to local organisations, including any downtime of training environments and impact on existing datasets.>

# Trainer competency

<For all Supplier staff delivering training to end users:

* Explain how their competencies and training skills are determined, assessed and addressed if necessary
* Explain how you ensure their knowledge of the care setting, the clinical system and national services where applicable, is kept up to date? For example, what is the process when there is a new release?
* List the experience and professional training qualifications they hold.>

# Assessment

<Describe the assessment methods you will use to ensure that those you train are competent. Please explain:

* How and when you will carry out assessments of competency and what corrective action will be taken if required. This includes end users, your own trainers as well as the customer organisation’s trainers who undertake the supplier train the trainer
* The process when a delegate does not agree with a competency assessment
* How you will record and analyse assessment information to identify any trends. i.e.: are there certain trainers delivering the course that have a consistently high failure rate? Are there specific topics areas that end users do not understand?>

# Evaluation

<Describe the mechanisms to be used to assess the effectiveness of the training in meeting the objectives set out in this plan. How will evaluation and assessment results be collated and then fed back to improve the overall training. Who will the results be fed back to?

For pilot training and first of type sites, explain how the training will be evaluated and who will be involved so that any necessary changes can be incorporated into the training delivery before main implementation training starts.>

# Training Management

<Describe the administration processes you will put in place to support this training, for example:

For face to face training:

* How you will notify the customer organisation of confirmed dates and times of training, who will be delivering the training and the content of the training to be delivered
* How the training will be booked and what joining instructions will be provided if applicable
* Minimum and maximum number of delegates
* Cancellation policy
* What you have in place for contingency. E.g. technical issues, trainer sickness, training environment issues.

For online / digital learning, how will you notify end users that training and resources are available or have been updated?

For all training:

* How will training attendance records be maintained, accurate and complete, particularly where end users lack of competence and knowledge affects patient safety?
* How you will follow up non-attendance / non-completions
* Complaints procedure
* How your training meets the Equality Act, e.g. addressing learner special requirements>

# Reporting

<Please explain how you will collect the following information and report (including the frequency) to the appropriate customer organisations, including NHS Digital:

* Records of delegate attendance and non-attendance rates
* Evaluation and assessment results, e.g. End user feedback questionnaires, End User competency assessments Train the trainer competency assessments
* Training outcomes
* How you will update customer organisations on the progress of training and how often
* Help desk analysis reports relating to training
* Actions relating to any of the above.>

# Key Performance Indicators

<Please list all training-related Key Performance Indicators (KPI) that will be (or have been) agreed and provided to your customer organisations, including NHS Digital>

# Quality Assurance

<Please explain:

* Who will be involved in the design of the training, including any subject matter experts?
* How you will ensure that the training is relevant to the target audience
* Who will sign off the training at the different stages of its development
* The process for changing content of the training materials. How will the changes be fed back to the end users that have already been trained? A process for both end user training and train the trainer needs to be defined if you are providing both types of training
* Will you maintain a lessons learned log and how this will be used to improve this and other related training?
* Any relevant accreditation and standards that you meet.
* How you meet the Equality (Disability Discrimination) Act >

# Communications & Stakeholders

<Describe the specific communications needed to support the training delivery and which stakeholders will be affected by this training plan. Please explain how and when you will communicate with them. For example, how will your delegates and their organisation know about the training, when it is available and how to access it?

Please include those who:

* Will provide support to the training
* Need to see training reports
* Need to be consulted in training design and delivery.

A high-level description of the type of information needed by different groups of stakeholders and audiences should also be included. >

# Compliance

<Confirm compliance to the GP IT Futures Information Governance standard:

* when handling personal identifiable data used for training,
* and that live data will not be used for training.>

# Governance

<Describe your governance arrangements for the delivery of the training plan, including escalation of training issues.>

# Risks and Issues

<Include specific risks and issues, with proposed mitigation, for this training programme, for example:

* Release of staff for training
* Availability of training environments
* Pre-requisite skills & knowledge of learners will have been addressed
* Etc…>

# Dependencies

<Any known external dependencies that affect the delivery of the training. For example, are there any dependencies on software development timescales or user acceptance testing?>

# Other notes for the supplier

<A process to update the training plan to reflect changes in training strategy/direction and timescales, and feedback from the pilot training, with appropriate version control, must be defined and included in the plan.

A GANTT chart may be included to show timescales and milestones for the training. >