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**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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# Purpose and Scope

<Supplier will provide a brief description of the training this plan supports.

Please include a description of the expected target audience for training, e.g. different staff groups and roles (clinical/non-clinical staff, trainers, practice nurses, practice managers, end users, including back office and IT staff, etc.) and approximate number of staff and sites to be trained if known.>

## Out of scope

<Define any areas of training that fall outside the scope of the plan, but are vital to the success of the training, e.g. provision of pre-requisite skills, smart card training, and who is responsible for this training. >

# Objectives

<List the training objectives to be covered.>

# Assumptions and Dependencies

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

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?>

# Learning Needs Analysis

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

* Tools and resources used to carry out the LNA, e.g. interviews, questionnaires, surveys, role mapping, etc and the rationale for this
* 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 will 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
* Results of the Training Impact Analysis.

If both Train the Trainer and end user training are to be delivered using different approaches, separate training plans must be provided.>

## Roles and responsibilities

<Supplier’s training teams: describe what roles and responsibilities are required. For example:

* The number of trainers that are required and available
* How their competencies and training skills are determined, assessed and addressed and include trainer qualifications
* How you ensure their knowledge of 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?

Explain whose responsibility it is to provide pre-requisite skills for local trainers and/or end users, and ensure release of staff for training, etc.

Include any other roles and responsibilities of supplier staff involved in the training, as well as your expectations from the local organisation.>

## Training design, delivery and methods

<Describe:

* The type and format of courses: 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?
* The training materials and methods that are/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 online materials to be outlined.
* 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

### Training Impact Analysis

< 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.>

### 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 the 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 to ensure compliance with the law.

* 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 business as usual training?
* Agree the refresh, reset and maintenance processes for the training environment for go-live and business as usual training.

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

<Describe:

* 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, online courses and resources, quick reference guides, videos, FAQs, evaluation and assessment materials, etc.
* How the customer organisations’ trainers will be able to localise 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 feedback on inaccuracies or make suggestions for improvements to materials
* How the customer organisations and subject matter experts will be involved in the review of new training materials>

## Timescales

<Include details for:

* The key dates for the training
* How far in advance the customer organisations will need to book the training sessions
* 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.  Please indicate 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
* Administrative support, including learning management systems if used.>

## Business as usual and upgrade training

<Describe the arrangements for moving to “business as usual” training, including how and when updated training materials will be provided and training environments are maintained to reflect the live version of the software, including any downtime of training environments and impact on existing datasets.

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

# 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 train the trainer courses
* 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 the pilot 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 main training delivery before training starts.>

# Training Management

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

* How you will notify the customer organisation of confirmed dates of training.
* How the training will be booked.
* How your training meets the equality act, e.g. addressing learners special requirements.
* Minimum and maximum number of delegates
* Cancellation policy
* How will training attendance records be maintained, accurate and complete?
* How will you follow up non-attendance?
* Contingency plans, e.g. technical issues, trainer sickness, training environment issues.
* Complaints procedure >

# Reporting

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

* 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

<List the Key Performance Indicators will be agreed and provided to your customer organisations, for example:

* Satisfaction rates (from learner feedback forms)
* Competency assessments
* Numbers trained and Did Not Attend rates
* Number of delegates booked
* Numbers cancelled by delegates / by the training team
* Feedback analysis>

# Quality Assurance

<Please explain:

* The process for changing content of the training materials based on feedback from End Users.
* 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
* 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>

# 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, 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 environment
* Pre-requisite skills & knowledge of learners will have been addressed
* Etc…>