

INTERNAL ONLY
ISLHD PROCEDURE
COVER SHEET



NAME OF DOCUMENT	Completion of Mandatory Training
TYPE OF DOCUMENT	Procedure
DOCUMENT NUMBER	ISLHD CORP PROC 123
DATE OF PUBLICATION	July 2018
RISK RATING	Low
REVIEW DATE	5 years
FORMER REFERENCE(S)	ISLHD OPS BR 64
EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR	Executive Director, Strategic Improvement Programs Directorate
AUTHOR	Professional Development Coordinator
KEY TERMS	HETI NSW Health Mandatory Training Targeting Matrix My Health Learning Recognition of prior learning
FUNCTIONAL GROUP OR HUB	District-Wide
NSQHS STANDARD	Standard One
SUMMARY	<p>The purpose of this document is to outline responsibilities required of staff, managers and other stakeholders in relation to the completion of Mandatory Training.</p> <p>It includes actions required to:</p> <ul style="list-style-type: none"> • Complete Mandatory Training • Seek recognition of prior learning, if required • Request a change to the mandatory training assigned to staff, where necessary

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

Feedback about this document can be sent to ISLHD-CorporateGovernance@health.nsw.gov.au

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1. POLICY STATEMENT

Mandatory training is prescribed training that all employees must complete if they work for NSW Health. Completion of mandatory training helps maintain a safe and healthy working environment, and supports staff in meeting their obligations as employees of NSW Health.

All NSW Health staff must complete the core mandatory training modules with additional training for specific staff being dependent on their profession or responsibilities within the workplace.

2. BACKGROUND

This procedure outlines the responsibilities of staff and Managers and other stakeholders in achieving and maintaining compliance with Mandatory Training.

There are two types of Mandatory Training;

1. NSW Health State-Wide Mandatory Training, or
2. Mandatory Training assigned from a directive of the ISLHD Chief Executive.

2.1 NSW Health State-Wide Mandatory Training (red flag)

State-wide mandatory training is standardised training that all employees, and contractors, across the NSW Health Network must complete.

The specific requirements of state-wide mandatory training are determined by the NSW Ministry of Health and emanate from;

- State or Federal Legislation, or
- The National Safety & Quality Health Service Standards (NSQHSS), or
- A NSW Ministry of Health Policy Directive.

All NSW Health staff must complete a core set of mandatory training modules with additional training requirements for specific staff, dependent on their occupation or responsibilities within their workplace.

A full list of NSW Health Mandatory Training can found in NSW Health Mandatory Training Targeting Matrix, accessible via the NSW Health Education and Training Institute Website.

NSW Health State-Wide Mandatory Training is automatically assigned to staff within the My Health Learning System. It is identified in the system by a red flag.

2.2 Mandatory Training as a Directive of ISLHD's Chief Executive (blue flag)

Mandatory Training as a directive of the ISLHD Chief Executive may be assigned to staff in the Health District to meet an identified local need.

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Mandatory Training assigned by way of Chief Executive Directive will appear in the My Health Learning system with a blue flag.

Before a training program can be assigned as mandatory by way of CE Directive, approval must be granted at an appropriate level within the District. This process is outlined in: ISLHD CORP PROC 124 Completion of Mandatory Training

3. RESPONSIBILITIES

3.1 Employees will:

- As a condition of employment, complete all Mandatory Training assigned to them in the My Health Learning system, within the specified timeframe/s.
- Where they are requesting 'Recognition of Prior Learning' (RPL) for their assigned mandatory training, complete the RPL application form and submit with the relevant supporting evidence, to their line manager in a timely fashion.
- Where the relevance of the mandatory training requirements assigned are disputed, notify their line manager.

3.2 Line Managers will:

- Be responsible for ensuring that staff have completed mandatory training within the specified timeframe as assigned in the My Health Learning System.
- Be responsible for ensuring that staff are provided the opportunity to undertake their assigned mandatory training within their paid work hours and rosters.
- Review staff 'Recognition of Prior Learning' (RPL) applications for mandatory training, endorse if supported and submit to ISLHD Workforce Systems for processing. Where the application is not supported, discuss with the staff member your decision and ensure they complete their requirements within the specified timeframe.
- With reference to the NSW Health Mandatory Training Targeting Matrix,
 - review the mandatory training assigned to their staff,
 - identify what, if any, changes (additions/removals) are required,
- Where a change to the mandatory training assigned to staff is required, send a change request to the relevant approver.

3.3 ISLHD's Professional Leads, Service Directors, Operations Managers will:

- Review any requests received to change positions targeted for Mandatory Training subjects and decide whether to approve or reject.
- Notify the requestor of the result of their change request, providing reasons for the decision, whether approved or declined.

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- Forward any approved change requests to ISLHD Workforce Systems Unit to action in the My Health Learning System.
- Email to: ISLHD-Workforcesystems@health.nsw.gov.au

3.4 ISLHD Workforce Systems Unit will:

- Conduct an assessment of any applications for RPL received.
- Where all essential criteria are met, update a staff members learning transcript in the My Health Learning system.
- Notify the Manager and staff member of the result of their application.
- Where a request to add or remove a position targeted for a mandatory training subject is received directly, escalate it to the relevant Professional Lead, Service Director or Operations Manager for consideration/approval.
- Where a request to change the target audience for a mandatory training subject is approved, take action to have the change applied in the My Health Learning System.
- Where a change to the target audience for Mandatory Training is actioned in the system, notify the affected staff member/s and their manager.

4. PROCEDURE

4.1 Completion of Mandatory Training

- Assigned mandatory training can be viewed in the My Health Learning System, accessible from ISLHD's intranet homepage.
- To log in, the staff member will require their employee number and Stafflink password. New staff members who do not currently have a password will need to contact the State Wide Service Desk and request a Stafflink password.
- Once logged in, the staff member can view their assigned mandatory training subjects, which will be shown with a red or a blue flag.
- Follow the links for each subject to either complete (online) or book into an available face to face session.
- Where Mandatory Training requires attendance at a face to face session, discussion between the staff member and their line manager is required to identify the most suitable time and venue consistent with the required completion timeframe.
- Successful completion of an online program will move the subject from the staff members 'current learning' into their 'learning history'.

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- Once the staff member enrolls in an assigned face to face program, this will remain on their current learning page until the training is completed and the instructor has recorded its completion in the system.
- Completion of either online or face to face assigned mandatory training is undertaken during paid work time

4.2 Request for Recognition of Prior Learning (RPL) in respect of Mandatory Training

Where a staff member or their manager believes that they have already met the requirements of a mandatory training subject they can apply for RPL.

RPL will only be granted where the person requesting can show the following:

- Verifiable evidence of course completion, and
- The training program completed is the program specified by HETI in the NSW Health Mandatory Training Targeting Matrix as the primary means of compliance, or
- The training program was the program used previously by ISLHD to meet the same MOH policy directive or NSQHS standard.

Note: verifiable evidence of completion includes; a certificate of completion and/or records of attendance provided by the instructor or an external organisation responsible for the delivery of the program.

To apply for RPL the requestor must;

- review the essential criteria to be met
- complete the RPL request form shown at Appendix 1 and available on the forms page of ISLHD's intranet.
- attach verifiable evidence of completion
- obtain endorsement from their line manager
- forward all documents via email to ISLHD's Workforce System Unit at: ISLHD-Workforcesystem@health.nsw.gov.au

Upon receipt of the RPL request form the Workforce Systems Unit will:

- Review the evidence provided determine whether it satisfies the criteria for RPL to be granted
- If it complies, update the staff members learning transcript in the My Health Learning system.
- In all cases, advise staff member and line manager of outcome of the RPL request.

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4.3 Changes to Staff Targeting of Mandatory Training

Where it is believed that State-Wide or CE Directive mandatory training has been incorrectly assigned to staff, Line Managers may submit a request to have this reviewed and, where appropriate, corrected.

A review may be needed where it is believed that ISLHD staff are either;

- Targeted inappropriately, or
- Have not been targeted for a mandatory training subject that is considered to be a requirement of their role/position.

Such requests should initially be submitted by email to the relevant 'local' Professional Lead, Service Director or Operations Manager

As a general rule, the approval needed to make a change to the target group will depend on the occupation/profession of the staff to be affected by the change.

Staff Affected by Change Request	Approver
Medical	HUB/Site, Director of Medical Services
Nursing and Midwifery	HUB/Site, Director of Nursing
Allied Health	Allied Health Head of Department
Others	Relevant Service Director or Operations Manager

Change requests are to include:

- The nature of the changes required (additions/removals)
- Reasons that explain why the change/s requested are appropriate and consistent with policy
- The position number/s and classification/s of the staff affected by the change, as well as the cost centre name and number they belong to.

On receipt of a change request, the Professional Lead, Service Director, or Operations Manager will decide whether to approve or reject the change request.

In making this decision the approver should consider the reasons provided by the requestor for the change and verify whether or not they are in accordance with the following:

1. The target audience recommended by the Ministry of Health, as shown on the NSW Health Mandatory Training Targeting Matrix, and
2. The relevant legislation, standard or policy directive that mandates the training.

In all cases the approver will notify the requestor of their decision and the reasons for it.

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Where a change request is approved, the approver will notify the Workforce Systems Unit by email of the change/s to be made and reason/s for them.

(Email to: ISLHD-Workforcesystems@health.nsw.gov.au)

Once the change has been applied in the system ISLHD Workforce Systems Unit will notify the change requestor.

5. DOCUMENTATION

Appendix 1: ISLHD CORP F 484 - Recognition of Prior Learning Request

6. REFERENCES

NSW Health Mandatory Training Targeting Matrix, accessible at:

<http://www.heti.nsw.gov.au/Programs/Mandatory-Training/Mandatory-Training-Matrix-and-Documents/>

NSW Health Local Targeting Proforma accessible at:

<http://www.heti.nsw.gov.au/Programs/Mandatory-Training/Mandatory-Training-Matrix-and-Documents/>

7. REVISION & APPROVAL HISTORY

Date	Revision No.	Author and Approval
April 2018	0	Professional Development Coordinator

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8. APPENDIX 1 -

ISLHD CORP F 484 - Recognition of Prior Learning Request

**Recognition of Prior Learning
 (RPL) request form**



This form is to be used to request recognition of prior learning (RPL) in relation to State-Wide or CE Directive mandatory training. It should be completed in accordance with ISLHD Procedure ISLHD CORP PROC 123 Completion of Mandatory Training.

Training Program RPL is being Applied for:	<i>(Enter the name of the current Mandatory Training program that RPL is to be applied to)</i>	
Is this training program: <i>(Place X in one only)</i>	<input type="checkbox"/>	NSW State-Wide Mandatory Training <i>(Identified by red flags in My Health Learning System)</i>
	<input type="checkbox"/>	CE Directive Mandatory Training <i>(Identified by blue flags in My Health Learning System)</i>
Equivalent Program Completed:	<i>(Enter the name of the program that has been completed for which RPL is being sought)</i> •	
Who Provided this training by: <i>(Place X in one only)</i>	<input type="checkbox"/>	ISLHD
	<input type="checkbox"/>	Other NSW LHD (please specify) _____
	<input type="checkbox"/>	External Organisation (please specify) _____
Date of Completion:	<i>(Enter the date the training program was completed dd/mm/yyyy)</i> •	
Evidence of Completion:	<i>(Provide details of the evidence attached to support your request for RPL with reference to the essential criteria for the approval of RPL)</i>	
Submitted by:	Date:	
Position	Unit/Department/Service:	
Telephone:	Email:	
Line Manager: <i>(Please include details of your Line Manager approving the submission of your request)</i>		
Name:	Position:	
Email:	Unit/Department/Service:	
To be completed by ISLHD's My Health Learning Administrators:		
Appropriate Evidence of Completion Attached	Yes / No / N/A	Date:
If No please specify reasons for rejection:		
Learners Transcript Updated	Yes / No / N/A	Date:

Email completed form to: ISLHD-WorkforceSystems@HEALTH.NSW.GOV.AU