

Frequently asked questions

These are provided for guidance or quick reference guide only, so please always refer to the policy

1. Getting started

1.1 What determines if training is mandatory?

The Mandatory training that we each need to complete is determined based on our legal and regulatory responsibility. In addition, we also identify what is MT for your Profession, and whether there is any specific to your job role. Our MT steering group members regularly review these requirements and agree to any changes that are necessary to ensure that we continue to adhere to these responsibilities.

1.2 What mandatory training do I have to undertake?

Your mandatory training needs are specific to your job role and are pre-determined. However, any training that is specific to you will need to be agreed to between you and your manager, which your manager must notify to HR Direct. Examples include Display Screen Equipment (DSE), Cryogenic gases, Leadership Ladder etc.

1.3 Do I have to do my Mandatory training?

Absolutely. It is necessary that you fully understand the detail in each package so that you know how to correctly respond in any given situation. Failure to conduct your MT will result in the matter being fully investigated under the Disciplinary Policy and the appropriate action may be taken.

1.4 How do I find out the required timeframes to complete my mandatory training?

A risk based approach has been introduced based on four categories of risk to ensure you receive the training within suitable time limits to comply with the law, regulatory body requirements and safety.

1.5 Do I have to complete mandatory training if I am employed on a temporary basis via an employment agency?

No. You will receive the appropriate training at your induction by your manager. Should you remain in post, normally beyond 6 months, we would anticipate that you would then require MT

1.6 Do I have to complete mandatory training if I am on an honorary contract?

No. You will receive the appropriate training at your induction by your manager/supervisor. Should you remain in post, normally beyond 6 months, we would anticipate that you would then require MT. You will however need to provide evidence to your NHSBT manager/supervisor that your MT for your job at your home organisation is all valid and up to date.

1.7 Who do I contact if my mandatory training needs are incorrect?

In the first instance, discuss your concerns with your manager. Once you have both agreed, your manager should, contact HRDirect@nhsbt.nhs.uk with details of your requirements. This will then be assessed as Job Specific; Professional or Other.

1.8 Can I let someone else complete my mandatory training for me?

Absolutely not. It is necessary that you fully understand the detail in each package so that you know how to correctly respond in any given situation. Should this occur, this will be fully investigated under the Disciplinary Policy and the appropriate action may be taken.

1.9 What do I do if I am struggling to complete my Mandatory training?

For whatever reason you may be struggling, you must tell your manager. Tell them the reasons why, and they will do all they can to ensure you receive the appropriate support. It is ultimately your responsibility to complete your training, and to ensure you remain compliant. The types of support that may be considered are:

- request time away from your duties to complete it
- seek reasonable adjustments to support you if you have a medical issue
- seek help from your manager or nominated person with any areas you may be struggling with

If you do not raise such questions, issues or concerns with your manager, we are only able to respond to the information that we have, and therefore any on going gaps in your training may lead to investigation under the Disciplinary Policy or the Capability Policy may be instigated.

2. Remaining Compliant

2.1 How will I be notified when my mandatory training is due to expire?

Your mandatory training is pre-determined for your role, and therefore your requirements are detailed on Shine Academy / MyESR. Shine Academy / MyESR sends out regular reminders to you to advise you that your training is required, to allow you to book or allocate time as required. You will also be notified if it has expired. It is good practice to regularly check Shine Academy / MyESR and diarise time to ensure you remain compliant.

2.2 Who is responsible for booking and completing my MT?

You are responsible for working with your manager to ensure that you complete your MT. You are personally able to make the bookings or you can seek support from your manager to make the booking.

2.3 What are the implications if I am non-compliant for some of my MT?

It is your responsibility to ensure that your MT is completed in accordance with our MT Policy. Your manager is responsible for ensuring that you have protected time for you to be able to do this. Repeated non-compliance will result in escalation to your senior management team for investigation and immediate resolve. Persistent non-compliance may lead to Disciplinary action.

2.4 What should I do if I have completed the training but I am still showing as non-compliant?

Training completed via Shine Academy / MyESR will be updated automatically, Face to face training records should be sent to HR Direct using the Course Notification form (see Developing people/mandatory training in People First).

3. Mandatory Training Delivery

3.1 Where can I access the notification of Course Attendance form?

The Course Notification form can be found on the internal Intranet (see Developing people/mandatory training in People First).

3.2 How do I know I have completed the e-learning training package?

When you complete and pass any e-learning your Training Report in Shine Academy / MyESR will be updated to indicate that you have passed.

3.3 Do I have to undertake e-learning as well as face to face training?

Some training packages do require e-learning as well as some face to face training to become compliant with mandatory training.

3.4 How do I know which module to complete on Shine Academy / MyESR?

Your manager will be able to clarify the correct training modules you are required to undertake. You can also refer to Shine Academy / MyESR which will guide you to what training to complete.

3.5 How do I get my login details for Shine Academy / MyESR?

Accounts for New Starters will be created automatically but could take up to a week following their start date.

3.6 Can I obtain Shine Academy login details before they are issued automatically?

You can request a Shine Academy account for your new starter and provide their NHSBT email address. If they are awaiting an NHSBT email address another email can be used but a call should be made to HRDirect@nhsbt.nhs.uk to update the account to avoid duplicate accounts being created.

3.7 Can I obtain MyESR login details before they are issued automatically?

Accounts for New Starters will be created automatically.

3.8 How do I reset my password for my Shine Academy account?

If you wish to reset your password – on the [Shine Academy](#) home page click the lost password button, enter your username and click the reset password button. A new password will be e-mailed to you.

3.9 How do I reset my password for my MyESR account?

If you wish to reset your password – on the [MyESR](#) home page click the lost password button, enter your username and click the reset password button. A new password will be e-mailed to you.

4. Other

4.1 Do I have to repeat the training if I have completed MT within another NHS organisation?

We would normally expect you to complete all NHSBT MT requirements. However, if you have completed the MT elsewhere in the NHS who are aligned to the Core Skills Training Framework (CSTF) then some MT records will be automatically transferred from your previous employer. If your previous NHS employer was not part of the CSTF you should discuss this with your manager and provide evidence of completion etc. Before this is considered and agreed by OWD, your manager must be satisfied that it meet the necessary requirements.

In order to gain exclusion, you will need to provide the MT programme detail and the date that you completed it. You will need to resubmit this detail with each refresher period that you complete if agreed, these details must be sent to HRDirect@nhsbt.nhs.uk so that Shine Academy / MyESR may be updated..

4.2 What should I do if I have not been allocated any protected time to complete MT?

You are entitled to protected time to complete your MT. If this has not been provided, you should discuss this with your manager or manager's manager in the first instance. If you are not able to resolve the issue then you can contact HRDirect@nhsbt.nhs.uk for advice and support.

4.3 Who do I contact if I would like to introduce a new MT programme?

You should contact HRDirect@nhsbt.nhs.uk at for support prior to submission to the mandatory training steering group.

4.4 What MT is provided to Volunteers and how is this recorded?

Each area of the business that is supported by volunteers develops the MT framework according to the duties they will be required to perform.

All volunteers are responsible for ensuring they remain compliant. Managers must ensure that each volunteer know the MT requirements and are given the appropriate amount of time to complete it.

Managers and volunteers must both agree the minimum amount they will be required to volunteer to ensure that they remain MT compliant.

The nominated volunteer co-ordinator for the business area is responsible for maintaining their MT records.

4.5 What MT is provided to Bank workers and how is this recorded?

Each area of the business that is supported by Bank workers develops the MT framework according to the duties they will be required to perform.

All Bank workers are responsible for ensuring they remain compliant. Managers must ensure that they know the MT requirements and are given the appropriate amount of time to complete it.

Managers and Bank workers must both agree the minimum amount they will be required to work to ensure that they remain MT compliant, and able to practically demonstrate their learning.

MT for Bank workers is captured on Shine Academy.

5. Policy Approval and Review

Policy version	Related document to UCD/People/Mandatory/021v2.1
Title	UCD/People/Mandatory/021v2.1/FAQsv2.1
Approved by SPC	May 2019
EIA completed	N/A
Counter Fraud check	N/A
This document replaces	UCD/Workforce/Mandatory/021v2.0
Effective Release Date	May 2019
Review Date	May 2021
Author	Daryl Hall
Filepath	G/HR/HR/Everyone/Policies
Distribution	Available on People First

6. FAQ's Section Details

Section	Section Heading	Page
1	Getting started	1
2	Remaining Compliant	2

3	Mandatory Training Delivery	2
4	Other	3