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# Training Plan

# Women’s Digital Care Record Roll Out

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## Glossary of Terms:

| Term or Acronym | Definition |
|---|---|
| End User | A person who will use a system or process as a result of receiving training or learning |
| ESR | Electronic Staff Record – national workforce system used in the NHS |
| Facilitator | Person who works with learners to assist them with learning<br>A facilitator is also often referred to as a teacher, a coach, a tutor, trainer or a mentor |
| HR | Human Resources department |
| KPI | Key Performance Indicators |
| LMS | Learning Management System |

## Contents

# 1. Purpose and Scope

*This first section will summarise what training the plan will deliver.*

*This section will provide a summary outline of the type of training to be delivered, the department(s) and/or group(s) of staff to whom it will be delivered, the high level timescales for when it will be delivered, and by whom it will be delivered.*

*If the training plan refers to a systems implementation, you may want to include information about post go-live and business as usual training for new members of staff.*

*This section will also define any areas of training that fall outside the scope of the plan, but are vital to the plan's success, e.g. supplier training to local trainers/super users.*

# 2. Background and current situation

*This section describes your service/organisation, how training is carried out at the moment and who may have already been trained in relation to the training to be delivered by this plan. It may include information about the number of users who will be affected by the plan.*

# 3. Objectives

*List the objectives to be covered by this plan.*

For example:

- *Support the implementation of the Women's Digital Care Record at <Name> Trust by training xx midwives to ensure that all midwives are confident in rolling out the new functionality.*

# 4. Assumptions

*Include any assumptions that relate to the delivery of the training plan.*

*For example:*

- *Availability of suitable training environments.*
- *Staff are released from clinical and other work to attend the Women's Digital Care Record training*

# 5. Audience

*This section will describe the number of staff and organisations/sites to be trained*

- *Different staff groups (clinical, non-clinical, administrators, facilitators, staff groups, etc.) to be trained*
- *Any pre-requisites that those attending the training need to have met before they receive the training*

# 6. Training Approach

*This section will detail how the training will be delivered e.g. Train the Trainer, Super User or end user training and the training approach to be taken e.g. Face to Face, classroom based or online training,*

## 6.1. Roles and responsibilities

*Describe the roles and responsibilities for your team and any others required for those supporting the training outside your direct team. For example, who will provide the training, have the trainers been trained in delivering the training (soft skills), who will develop the training materials and who needs to review and sign off the training materials.*

## 6.2. Training design, methods and delivery

*A training design is basically an outline of all the "what, where, who, when and how" details of the training for use by coordinators, curriculum developers and facilitators.*

*Describe how you will ensure the training is contextualised and role-based and how new business processes will be incorporated into the training.*

*There are six primary components of a training design:*

1. ***Learning Outcomes**: What will participants be able to do as a result of completing the training?*
2. ***Training Materials**: What materials need to be developed and what will the materials include?*
3. ***Facilitators and Content Experts**: Who will facilitate the training and act as content experts to review materials?*
4. ***Training Methods**: What methods will be used so that participants meet the learning objectives and learn the content most effectively?*
5. ***Logistics**: Where and when will the training take place? Who will be invited and how will they be notified?*
6. ***Duration**: How long will each course / module last?*

*Describe the type and format of the training and explain the rationale for this approach in relation to the different staff groups to be trained, e.g. end user and/or super users. For example, will the training be delivered as face to face, classroom-based, online learning, or a mix of delivery methods (will you take a modular approach?)*

*Detail how and where the training is going to be delivered. i.e. on-site, at external venues, in the work place or as self-directed learning or elearning.*

*If you are planning a programme that is new to your trust, explain how the training will be piloted and evaluated so that feed back can be incorporated into the main delivery.*

## 6.3. Training environment (systems training)

*If the training supports the roll out of a system, you should provide details of the IT training environment that will be set up to replicate the live working environment and describe how you will ensure that the training data is representative.*

- *What configuration responsibilities will you have for the environment?*
- *Will training environments be available for business as usual training?*
- *How will test patient data be set up and managed?*

*Please note: training must not take place on the live system and live patient data should not be copied into a training environment. Please refer to your local Information Governance department if you are unsure.*

## 6.4. Training materials

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

- *What training materials are required or need to be developed*
- *Who will be involved in the review of the training materials*
- *If you are being trained by an external supplier, ensure that you will be able to localise their materials if required*
- *If you are training on a clinical system, how the supplier will ensure you have access to the latest version of the software for training*
- *What processes are in place 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 end users*

## 6.5. Timescales

- *The key dates (if known) for the training*
- *How far in advance end users will need to book the training sessions*

*Note: Make sure you include any mop-up training and non-attendance when planning the training programme.*

## 6.6. Resources

*Identify the resources to support the training programme to ensure their availability. E.g.:*

- *Venues with appropriate equipment: are the venues accessible? Is equipment that reflects that used in the workplace available for the training?*
- *Trainers/Facilitators: explain what specific skills sets they require, how their competency is determined, the number of facilitators required and available, and how you will ensure your facilitators are appropriately trained*
- *Administrative support, including learning management systems if used.*
- *Systems and technical infrastructure that need to be in place, if you are training on clinical systems. Do you have access to appropriate hardware and software if required which meets the minimum specification.*

# 7. Assessment

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

- *How you will carry out assessments of competency and what corrective action will be taken if required. Have you engaged line managers if further support is needed? This includes end users and your own facilitators who undertake a supplier's train the trainer course*

# 8. 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? And who will these results be fed back to?*

*For any pilot courses, explain how the training will be evaluated so that any necessary changes can be incorporated into the main training delivery.*

# 9. Training Administration

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

- *How you will notify your delegates of confirmed dates of training*
- *How the training will be booked and will you provide joining instructions*
- *Minimum and maximum number of delegates*
- *Cancellation policy*
- *How will training attendance records be maintained, accurate and complete?*
- *Do records have to be linked to Electronic Staff Record (ESR) or a local Learning Management System (LMS)?*
- *How you will follow up non-attendance. For example, will you provide regular reports to line managers to monitor and follow up on non-attendance?*

# 10. Reporting

*Please explain how you will collect the training information and report this to your stakeholders. You may want to consider:*

- *Records of delegate attendance and non-attendance rates. If you deliver training for a project or deployment, you may want to consider reporting on training delivery against project timescales in case the project timescales change*
- *Evaluation and assessment results*
- *Training outcomes*

# 11. Quality Assurance

*Please explain:*

- *Who will be involved in the design of your training and does this include input from subject matter experts*
- *Explain 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?*

*You should consider setting up a lessons learned log so that these can be considered and integrated into future training plans. An example lessons learned log is provided at the end of this document*

# 12. Communications & Stakeholders

*If there are specific communications needed to support the delivery of this plan, please describe them and list all the stakeholders affected. Please explain how and when you will communicate with them and how you will keep them informed of progress.*

*For example, how will your delegates and their departments know about the training, when it is available and how to access it?*

# 13. Risks and Issues

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

- *Release of staff for training*
- *Availability of appropriate training venues, facilities and environment (for systems training)*
- *Pre-requisite skills & knowledge of learners will have been addressed*

*An example risk log is provided at the end of this document*

# 14. Constraints

*Please consider any staffing and budgetary constraints, or timescales for the delivery of your plan. For example, you may have to complete the training by a specific date. You may need additional training staff for a short period of time to train all staff (big bang approach).*

# 15. Dependencies

*Any known external dependencies that affect the delivery of the training. For example:*

- *Does another training programme need to be completed before you can commence this one due to trainer availability?*
- *For systems training, are there any dependencies on software development and User Acceptance testing?*

# 16. Finances / funding

*If relevant, where the delivery of the training is dependent on budget availability.*

# 17. Lessons learned

*Incorporate any lessons learned from previous training programmes or previous years and identify how you will capture lessons learned for future training plans.*

*An example lessons learner log is provided at the end of this template to capture lessons learned from this training programme/course.*

# 18. Other notes/sections

*Business as Usual Training*

*You will need to explain how training delivery moves into business as usual and/or induction training for new starters. Will your team be delivering this training, or will it transfer to another department?*

*Updates and version control*

*A process to update the Training plan to reflect changes in strategy, direction and timescales, with appropriate version control, needs to be defined and included in the plan.*

*Resource schedule*

*Information should be included to show resources, timescales and milestones for the training.*

# 19. Risk Log

| Risk ID No | Description | Risk Owner Raised by: | Date identified | Date last updated | Probability (H, M, L) | Impact (H, M, L) | Proximity | Mitigation/Possible actions | Target date | Action owner(if differs from risk owner) |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | |
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N.B: Cost if materialises, Closure date and references to other plans or risks can be added to the table if required.

# 20. Issue Log

| Issue ID No | Description | Issue Owner/ Raised by: | Date identified | Action | Resolution | Date last updated | Target date | Action owner(if differs from issue owner) |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | | | | | | | | |
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N.B: Priority, Impact/Severity, Target Date and Closure date can be added if required.

# 21. Lessons Learned Log

| Lesson ID | Date added | Contact | What happened? | Why did it happen? | What was the Impact? | Recommended action (actionable advice to avoid or repeat lesson) |
|---|---|---|---|---|---|---|
| LL1 | | | | | | |
| LL2 | | | | | | |
| LL3 | | | | | | |

N.B: The lessons learned log should include examples of both positive (i.e. what worked well) as well as any negative impacts.