

Learning, training and competence policy

Policy | WRK-POL-002

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Title	Learning, training and competence policy
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Prepared by	{{roles.quality_lead.name}}, Quality lead
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Effective date	{{document.effective_date}}
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Replaces	None (new document)
Standards and criteria supported	Standard 2E, criterion 2E.2
Evidence basis	E-006, E-009
Status of this document	Recommended best-practice model. A hospital may adopt, adapt or replace it with an equivalent that meets the same criteria.

At a glance: what to do

1. Every workforce member has a training plan and access to the courses required for their role.
2. The training matrix (WRK-REG-001) lists the required training for each role.
3. Time for training is protected in the rota and is not refused without a recorded reason.
4. Learning is recorded and linked to competency gaps.

Stop and get help straight away if: a staff member has been refused the required training for their role with no recorded reason.

1. Purpose

To make sure every workforce member can keep their knowledge and skills up to date, and that the organisation pays for and protects that learning [EC].

2. Scope

Applies to	All workforce members
Locations	All services of {{facility.legal_name}}
When	Continuously, with an annual plan for each role
Does not apply to	Personal study not linked to the role

3. Definitions and abbreviations

Term	Meaning in this SOP
Required training	Training that the role must have to practise safely
Training matrix	A register of required and completed training for each role

4. Background and rationale

Access to education is what keeps competence current between annual assessments. It also supports retention, which is measured under 2E.7.

5. Responsibilities

Role	Duties in this SOP	Competence needed
Chief executive	Approves the annual training budget	Executive
Human resources lead	Maintains the training matrix and the course list	HR administration
Line manager	Agrees each person's training plan and releases staff to attend	Management
Staff member	Attends agreed training and records completion	Own role

6. Equipment, materials and resources

Item	Specification or standard	Check before use
Training matrix register (WRK-REG-001)	Current	Updated each quarter
Course catalogue (e-learning and face to face)	Current	Checked each year

7. Safety and infection prevention

- Required training that affects patient safety is never deferred for service convenience without a documented risk decision.

8. Before you start

- Confirm the required training for each role in the matrix.

9. Procedure

Follow the steps in order. Where a step says "If", take the action for the case that applies. Do not skip a step. If a step cannot be done, use section 11 and section 12.

Step	Action	How to do it	Key point
1	Set the required training.	- For each role, list the training it must have and how often. - Enter it in WRK-REG-001.	A role without a list cannot be checked.
2	Agree the plan.	At each annual assessment, agree the training the person will do in the next 12 months.	The plan links to the gaps found in 2E.1.
3	Protect the time.	- Include training days in the rota. - If a manager must refuse, record the reason and the new date.	A refusal with no reason is treated as a failure of this policy.
4	Record completion.	Enter completions in WRK-REG-001 within 10 working days.	Unrecorded training did not happen for audit purposes.

Decision points

- If required training cannot be given in time, the service manager decides on temporary supervision and records the decision with a date for completion.

10. Special situations

Situation	What to do
New role	Required training is completed in the first 3 months, or before independent

Situation	What to do
	practice if sooner.

11. Problems and escalation

- Required training not completed within 3 months of its due date is reported to the clinical director.

12. Monitoring and compliance

What is checked	Target	How often	Who	If the target is missed
Staff with all required training current	At least 70%	Quarterly	Human resources lead	Escalate to clinical director
Training refusals with a recorded reason	100%	Quarterly	Line managers	Review with the manager

13. Records

Record	Where it is kept	Kept for
WRK-REG-001 Training matrix register	Human resources files	Employment plus {{facility.records_retention_years}} years

14. Training and competence

- Line managers are briefed on this policy when they start in post.

15. Related documents

ID	Title	Relationship
WRK-REG-001	Training matrix register	Record this policy requires
WRK-POL-001	Ongoing competency evaluation policy	Gaps feed into training

16. Evidence

ID	Source and status
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

EC = ASF Expert Committee consensus. Items marked EC are reviewed by the Committee each year.

17. Change history

Version	Date	What changed	Approver and signature
1.0	{{document.effective_date}}	First version	Pending Expert Committee approval