



Training Plan

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Document Version Control

0.1 Document Location

This document is only valid on the day it was printed.

The source of the document will be found at this location –

Royal Surrey MS Teams:

https://teams.microsoft.com/_#/files/Surrey%20Safe%20Care%20Programme?threadId=19%3Aa195f9dac4764d0b94fa68f974bcb049%40thread.skype&ctx=channel&context=Training%2520Strategy&rootfolder=%252Fsites%252FPRProgramme%252FShared%2520Documents%252FProgramme%2520Management%252F11%2520Training%252FTraining%2520Strategy

0.2 Revision History

Date of this Revision:


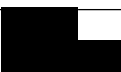
Date of next Revision:

Revision Date	Previous Revision Date	Summary of Changes	Changes
20.11.21		Updated to reflect blended approach and March 7 2022 Go Live	
10/02/2022		Updated Dates against revised May go-live date	

0.3 Approvals



This document requires the following approvals.

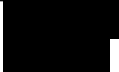
Signed approval forms should be filed appropriately in the project filing system.

Name	Signature	Title	Date of Issue	Version
		Senior Responsible Officer – Surrey Safe Care		1
		Surrey Safe Care Programme Director		1

0.4 Distribution

This document has been distributed to:

Name	Signature	Title	Date of Issue	Version
		Surrey Safe Care Programme Director	29/10/2020	0.03
		Surrey Safe Care Programme Manager	29/10/2020	0.03

		Senior Organisational Change Consultant and Learning Leader, Cerner	29/10/2020	0.03
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Contents

Document Version Control	2
Background and current situation	5
Purpose	5
Objectives	5
End Users	5
Scope	6
Training approach	7
Assumptions	7
Training plan	9
Learning Needs Analysis	9
Roles and Responsibilities	11
Training Design, Methods and Delivery	13
Training environment	19
Training Materials	19
Timescales	20
Resources	21
Skills Check	23
Training administration	23
Reporting	24
Key Performance indicators	24
Quality Assurance	25
Risks and Issues	25
Constraints	25
Dependencies	26
Costs	26
Go-live support and Floor-walking	27
Related documents	27
Appendix 1: Summary of functions and audience	28
Appendix 2: Learning Pathways	31

Background and current situation

Ashford and St Peter's (ASPH) and Royal Surrey Foundation Trusts (RSFT) are working in partnership to implement 'Surrey Safe Care' using the Cerner EPR solution 'Cerner Millennium-Model Concepts'. There will be a significant impact to both organisations to adopt the changes in systems and process, which will transform their healthcare delivery.

The programme is underway and the Training Strategy was approved at the Surrey Safe Care Programme Board in August 2020.

Purpose

The purpose of the Training plan is to detail the delivery of the Surrey Safe Care training and how the targets will be met.

The Training plan is a living document and will be revised at regular intervals with changes to meet the needs of the organisations, in terms of staff availability and facilities, their identified uses of Cerner Millennium, and agreed workflows.

Objectives

The Training Plan will deliver on the following objectives:

- To deliver Surrey Safe Care training to a minimum of 80%¹ identified end users prior to each Go Live ensuring the following:
 - 100% end users on duty 2 weeks post go live are trained and have passed their competency assessment prior to Go Live and receiving system access.
 - The above target of 100% on duty will continue and be reported on a weekly basis, post Go Live, for a period of 8 weeks.
- To ensure a competent User base to support the safe use of clinical systems through learning skills check prior to access:
 - Clinical pass rate 80%
 - Non-clinical pass rate 80%
- To provide high quality training with certified Cerner trainers and trainer evaluation of minimum 4.0 / 5.0 effectiveness over all course delivery
- Provision of a Digital Learning Suite with a minimum of 80% documents available electronically prior to Go Live

End Users

The following staff groups have been identified as requiring End User training:

- | | | |
|------------------------|---------------------------|-------------------------|
| • Clinical teams | • Discharge Co-ordinators | • Medical Records |
| • Nursing teams | • Managers | • Clinical Coding |
| • Pharmacy teams | • Outpatients A&C | • IT Staff |
| • Emergency Department | • Research teams | • Housekeeping |
| • Theatre teams | • Biomedical technicians | • Porters |
| • Therapists | • Admissions | • Mortuary |
| • Diagnostic teams | • Medical Secretaries | • Finance & Informatics |
| • Infection Control | • Validators | • External Users |
| • Bed Managers | • Ward Receptionists | |

Staff groups above are inclusive of substantive, temporary (locum/agency), honorary and student contracts.

¹ Note rise of percentage end users trained as previously identified in the Training Strategy.

Scope

The scope of the training plan will include the following **In Scope** activities and provisions. Out of scope will be excluded from the training provision.

The training plan will follow the project scope of rollout of the following functions within the Surrey Safe Care system:

[illegible]

In Scope:

- Provision of training and familiarisation sessions prior to go-live
- Record of users attending training sessions
- Provision of Quick Reference Guides/User Notices/online materials
- Provision of go-live support
- Collection and dissemination of user feedback
- Provision of detailed guidance documentation
- Super user/Early Adopter familiarisation
- Training impact assessment
- Basic IT skills support recommendations for BAU teams/survey

Out of Scope:

- Individual Training Needs Analyses
- Provision of basic skills IT training²
- Training on existing BAU systems
- Technical training

² Basic IT skills training will be provided by the BAU IT Training Teams. This, and related activities, will be supported by the Surrey Safe Care Training team.

Training approach

The Training approach will be to provide a comprehensive suite of training tools and activities for staff to provide a drip feed of education throughout the programme lifecycle. A blended learning approach will be delivered to provide a flexible and holistic training programme.

Training will be role based with courses created using Cerner's Task to Role mapping tool and working closely with Subject Matter Experts (SMEs) and Workstream leads to ensure that course lesson plans and related documentation are fit for purpose.

Appendix 1 provides a summary of the changes and target audiences.

Once initial analysis is complete, course formats (e.g. eLearning, Classroom or combination) and durations finalised. This will also include considerations regarding suitable learning formats for staff role which will be determined via a survey and Learning needs capture. The Training Working Group will also inform this decision making.

Assumptions

The Training Plan is based on the following assumptions:

1. Current numbers indicate the following totals of end users to be trained:

Staff Group	ASPH	RSFT	Total
A&C	1060	996	2056
Clinical	3420	3866	7286
Total	4480	4862	9342

- Numbers have been calculated following analysis of Electronic Staff Record (ESR) data provided by both Trusts and are subject to change as a result of the following factors:
- Confirmation of number of staff employed by third parties, e.g. Medirest staff, or other organisations who require end user training
- Staff turnover and recruitment adjustments prior to Go Live
- Substantive staff who also hold bank contracts may cause duplicate count

The calculations above include the full count of bank staff numbers as contingency until awaited data from third parties and other organisations who need access to Surrey Safe Care is confirmed.

2. The period referred to as "End User training" covers 12 weeks prior to Go Live at both Trusts and focuses on classroom based offerings.
3. Based on the current numbers and minimising disruption by releasing no more than a maximum of 120 staff per Trust per day, the following maximum number of rooms is expected to be required. This is subject to change following the above assumptions.

Rooms required (10 per session)	12 week period
RSFT	12
ASPH	12
Totals	24

4. A blended learning approach will be implemented utilising a variety of training platforms and formats. It is envisaged that using additional training formats, such as eLearning, seminars and user guidance will have a reduction of 40%-50% of classroom based course durations.

5. ELearning offerings will be offered according to role based needs e.g. as pre-requisite learning, full courses or opportunities to practice learning.
6. Classroom based training will focus on specific Surrey Safe Care workflows and use. This will be context based training enabling training on the finalised product.
7. There will be opportunities to practice using a “Play Domain”, or equivalent, which will be provided by Cerner
8. Simulation environments will be available for immersive practice.
9. Staff will be able to book into rooms where they can access and complete their eLearning away from their work area. Bookings can be made on the LMS and a facilitator will be present to support the users and answer or record any questions they have.
10. Staff will be able to book into rooms where they will be able to access the Train Domain, or Play Domain and practice the skills they will need at Go Live supported by scripts. A facilitator will be present to support the users and answer or record any questions they have.
11. Training on devices will be incorporated into lesson plans for classroom based sessions
12. BAU IT Training will work with the Surrey Safe Care training team to support End Users’ requiring basic IT skills training.
13. Training, Change and Communications plans will have a joined up approach, utilising Cerner’s Learning Journeys.
14. Future State Processes will be agreed prior to “End User training” delivery
15. Training and Project dependencies will be met
16. A reduced schedule of Business as Usual PAS training towards Go Live following an agreed transition plan to move BAU Trainers across to Surrey Safe Care training delivery
17. An agreed process for staff to receive System access following training completion
18. An agreed plan will be in place for transition to service post Go Live to ensure sustainability

Training plan

The initial stages of the training plan centre around the planning and resourcing required to deliver training. Planning includes capturing training needs and ensuring that all courses are designed to an approved level by Subject Matter experts within the Surrey Safe Care programme. This also includes scheduling of learning journey activities prior to end user training.

The training plan is a living document dependent on course development, training formats, finalised numbers and agreed workflows.

Learning Needs Analysis

To gain a full understanding of training requirements and due to the size of the organisation and varying shift patterns, the approach to establishing training needs will be gathered in three ways:

- 1. Training Impact Assessment (TIA)**

The TIA will assess the impact by number of users affected and severity of change. This enables planning for capacity, course content, course durations and training formats across the target audiences.

- 2. Calculation of department x job role**

Information collected from ESR (reports provided by HR) and categorising groups dependent on job role and department.

- 3. Meet with Department Leads**

This helps to validate the training impact analysis and calculations are correct in their assumptions and are applicable across the various specialties. This is also an opportunity for any concerns regarding individuals or groups for particular areas to be raised.

As numbers and therefore requirements are subject to change over the next year due to natural staff turnover and Doctors intake in August 2021, Learning Needs Analysis will be performed across 3 intervals:

LNA	Target Date	Capture methods
LNA 1	Completed Aug 2020	Calculation of department x job role
LNA 2	Dec 2020	To capture IT Skills gaps and complete the Task to Role mapping for Surrey Safe Care course development
LNA 3	May 2021	Final capture.

Roles and Responsibilities

The Training team will comprise the following:

Role	In post	Responsibility
Training Manager	June 2020	Delivery of Surrey Safe Care Training programme.
Lead EPR Trainers (x2)	Nov 2020	Course development and supervision of Training team members. Super User and End User training delivery. Floorwalking at Go Live.
ELearning services	Mar 2021	Delivery of eLearning courses, skills checks and platform.
Training co-ordinators (x2)	Apr 2021	Administrative support
Contract Trainers	Feb 2022	Deliver Surrey Safe Care training and support to end users and Super Users. Floorwalking at Go Live.
Contract Floorwalkers	May 2022	Floorwalking for the duration of Go Live at both organisations.

It is expected that the transition of existing BAU IT Training teams will be identified in the Back Office strategy. The Back Office strategy should be finalised in sufficient time to ensure the sustainability of training post Go-Live, allow for a smooth transition into service to prevent disruption and provide support prior to Go-Live where identified.

Dates and method of this transition will be subject to agreement and decision of the Operational Readiness Board and the Joint Digital Committee regarding BAU structure after Go Live.

Super Users

Identified Super Users will provide support to their colleagues during End User training, Go Live and beyond the initial implementation.

Super Users will be asked to act as a liaison between the Surrey Safe Care team and their Departmental lead to ensure communication channels are open.

Super Users will be expected to floorwalk during Go Live and provide “At Elbow” support to their colleagues. They may be required to support Go Live at both organisations and therefore it is recommended that they are supernumerary during the first week of each Go Live.

There will be a Super User plan which will further detail responsibilities and training schedule.

Floorwalkers

Floorwalkers will provide support to end users at the point of Go Live and for the duration of the Go Live period for each organisation.

Floorwalkers will provide daily feedback and escalate issues immediately to the Surrey Safe Care Team.

Go Live Support will comprise of the following:

- Contract Floorwalkers
- Surrey Safe Care Training team (Substantive and contract)
- Super Users
- Surrey Safe Care team where available (e.g. Subject Matter experts, Workstream team members)

Training Working Group

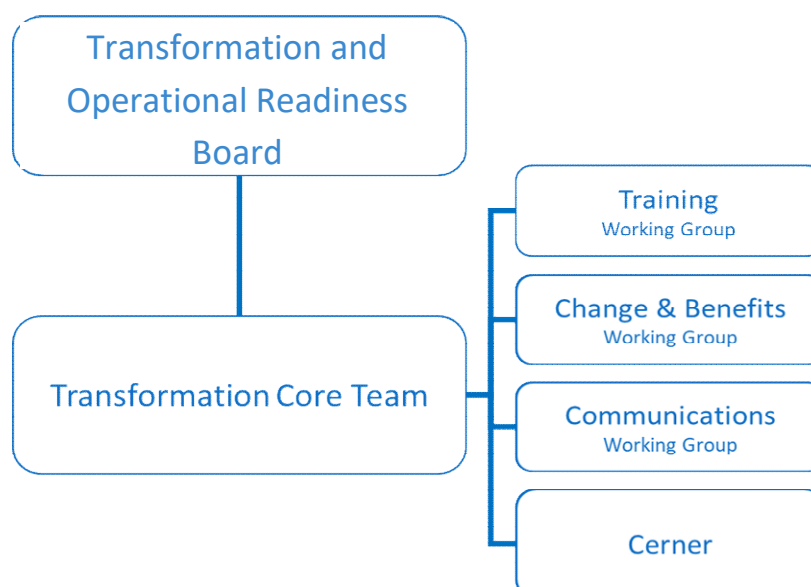
Educators and Training leads across both organisations will be invited to form the Training Working Group which will report into the Transformation Working group. This will include Learning and Development leads, Clinical educators and PAS and Clinical system Training leads.

With their expert knowledge, the Training Working Group will help to review and direct the training plan to suit the needs of end user cohorts. The group will also inform on how Surrey Safe Care will impact and change the training they provide and work to adapt their training programmes to incorporate Surrey Safe Care.

The Training Working group will promote and assist in communications of the Surrey Safe Care training programme.

Transformation Working Group

The Transformation Working Group will approve the decisions of the Training Working Group.



Training Design, Methods and Delivery

The creation of course content and the selection of training delivery method and format will be determined from the following:

- LNA results
- Training Working Group input
- Programme Workstream leads and Subject Matter Expert input
- Cerner's Task to Role mapping tool to determine course design and identify delivery methods
- Lessons learned from previous implementations of Cerner, PAS and Clinical Systems.

Design and method will be approved via decision from the Training Working Group.

In addition, all lesson plans and eLearning storyboards will be subject to approval by identified Surrey Safe Care Subject Matter Experts prior to Training Working Group sign off.

It is expected that delivery format will vary depending on role based requirements for using the system. For example, End Users who require read-only access may receive an overview course and assessment via an eLearning module.

Appendix 2 provides indicative roles and training durations based on current information and will be progressively detailed in the following releases of the Training Plan.

Categories of training

The following categories of training types have been identified:

- End User
- Super Users
- Change Champions
- Trainers
- Programme team
- Floorwalkers

End User

The majority of staff identified as requiring access to Surrey Safe Care system will receive End User training based on their Area and the Role they primarily work in e.g. ED Doctor, Theatre Nurse. Any staff who work in more than one area may be required to attend additional training.

Super Users

Staff recruited as Super Users will receive supplementary training and support to their End User training.

It is envisaged that there may be tiered levels of Super User and this will be reflected in the training provision.

It is expected that Super Users will be involved throughout the Programme Life cycle and therefore exposed to Surrey Safe Care well before they receive their specific training.

Super User training will be further detailed in the Super User plan expected Feb 2021.

Change Champions

Identified Change Champions will receive additional education and support supplementary to any End User training identified for them.

Trainers

The Surrey Safe Care Trainers will attend Train the Trainer provided by Cerner and be required to pass all skills checks as part of the training to demonstrate competency. This is in Nov 2021. Training will include system, Surrey Safe Care agreed workflows and coaching techniques.

Programme team

Surrey Safe Care programme team members will be working with Cerner and localisation of the system throughout the course of the programme. As a result will have a gradual education regarding Surrey Safe Care.

In addition, they will also be offered to attend relevant End User training to their associated Workstream as well as an overview session.

Access to Open House has also been organised for identified members of the programme team including the programme's Subject Matter Experts.

Previous Cerner Millennium Users ("Existing Users")

Members of staff who have used Cerner Millennium as previous organisations will be approached for a Super User responsibility. Those that accept will be taken through the Super User training as per the Super User plan.

Other existing users who do not wish to be involved as a Super User will be expected to complete training and skills check according to their role to ensure that they are up-to-date using Cerner Millennium Model Concepts and are able to apply this to Surrey Safe Care.

Floorwalkers

Floorwalkers will comprise of Surrey Safe Care Trainers, Surrey Safe Care Programme team members, Super Users and contracted Floorwalkers.

In addition to identified training falling into the above categories, floorwalkers will receive additional briefing and education sessions. This will be detailed in the Floorwalking plan expected in May 2022.

Learning Journeys

We want to ensure that all end users are aware of the Surrey Safe Care programme and what it will mean to their working life when it goes live.

Learning activities will include:

- IT Skills Support
- Simulation environments
- Familiarisation “taster” sessions delivered by the Change Network
- Practice environment, known as the Play Domain
- ELearning quick reference
- User guidance documentation

The table below summarises identified Training activities, dates and dependencies:

Activity	Start date	Description	Dependency
IT Skills support	Nov 2020	Provision of IT Skills support from BAU IT Training teams.	BAU team engagement. Trainers in post.
Play Area	Mar 2022	Area of Train Domain for users to explore the system.	Play area provided on time by Cerner
Simulation environment	Mar 2022	Rooms at RSCH & ASPH which have an immersive set up e.g. replicating ward environment.	Room and equipment availability
Familiarisation sessions	Mar 2022	Short taster sessions of Surrey Safe Care (Optional attendance)	Train domain available Training course content
eLearning courses	Feb 2022	Mandatory training	Train domain available and FSV agreement. Training course content Skills Checks built
Train the Trainer	Nov 2021	Mandatory training	Cerner resource
Super User training	Feb 2022 – May 2022	Mandatory training	Super User plan Training course content skills checks built
Classroom based training	Feb 2022 – May 2022	Mandatory training	Train domain available End users released for training Training rooms Completion of pre-requisite courses Smartcards and licences available Trainers available and competent Training course content skills checks built
Practice sessions	Mar 2022 – ongoing	Recommended (Optional). Using “Play” area and scripts.	Play area and Train domain available Smartcards and licences available.
Favourites Fair	Apr 2022	Recommended	Completed training and skills checks . Smartcards

Training formats

Currently, the two main identified training formats are eLearning and tutor-led (classroom). Tutor-led training is traditionally known as classroom based.

The Surrey Safe Care Training Team will seek to find innovative ways of training provision and these will be offered where identified. This will be detailed in further releases of the Training plan.

eLearning

eLearning will be offered as the following, which will be determined during course development:

Function	Target Audience
Clinical and Non Clinical Overviews	Clinical and non clinical end users will be required to complete a mandatory pre-requisite overview course which must be completed a minimum of 1 week before their scheduled classroom based session.
Pre-requisite eLearning	Some roles will have pre-requisite eLearning which must be completed, and the skills check passed with a minimum of 80%, before users can attend classroom based sessions.
Classroom based training	Some roles will have classroom based sessions as part of their learning pathways. These will be assessed using an online Skills Check and a minimum of 80% must be achieved.
Facilitated Practice sessions	After mandatory training is completed and skills checks passed, staff can book into a facilitated practice session where they will have access to the Train Domain and scripts provided so they can practice their skills. A Facilitator will be on hand to support them and either answer or record any questions they may have.
Facilitated eLearning sessions	To complete any mandatory eLearning, whether that is pre-requisite or classroom based sessions or required as standalone training, staff can book into a facilitated eLearning room session where they will have access to the Learning Management System (LMS). A Facilitator will be on hand to support them and either answer or record any questions they may have.
Refresher and non mandatory training	All staff will have access to the courses that were part of their mandatory training after they have completed their Skills Check so they can revisit and practice. The LMS will also contain a library of materials and eLearning that staff can access whether it is part of their mandatory training or not.
Skills Checks	All competency skills checks to assess use of Surrey Safe Care will be hosted online with scores captured via the Learning Management System. This will include both eLearning and classroom based sessions.
Laptop Library	In order for staff to complete their mandatory eLearning they can borrow laptops from the Training Team. These laptops will be limited to use on site and cannot be taken home. Staff will be able to access the LMS using the NHS WiFi and can complete eLearning and Skills Checks on the device.

Tutor-led learning

Surrey Safe Care will bring significant change to both Royal Surrey and Ashford and St Peter's organisations. It is essential to ensure that all end users are confident and safe using Surrey Safe Care. Following Cerner's Model Concepts will lead to changes in clinical and administrative workflows.

For the majority of end users, this will require more in depth learning, which may be more suitably delivered tutor-led in the classroom to be able to fully understand the complexities of the workflow, query and work with other delegates in the room to gain a deeper understanding.

The aim is for staff to be clinically safe using Surrey Safe Care and feel confident using the system. Surrey Safe Care will introduce changes to tasks, such as administering medications and device management, as such, it is critical to patient care and clinician understanding of how the Surrey Safe care works that they receive high quality training and have the opportunity to learn.

To help to reduce disruption to end user's workload and the organisation, it is envisaged that pre-requisite eLearning courses will help to reduce the course durations of classroom-based offerings. This will also introduce more flexibility around a person's completion of their pre-requisite learning.

Any virtual offerings will require the end user to have a good level of IT literacy and the relevant infrastructure and software in place to be able to attend a session. They will also require a quiet environment and time allowances to be able to attend.

Support and accessibility

Depending on their needs, some individuals may benefit from all of their training delivered as instructor led which will be offered as an alternative to other types of offering, for example eLearning. This will be determined through the LNA captures. We want to ensure that all End Users have the support they need.

Training environment

The training environment to be used will be the Train Domain which will be a Gold copy of the Pre-Production environment, therefore will be a reflection of the live system and following fixes.

It is anticipated that some bugs may still be unresolved and trainers will need to be aware of this and any workarounds.

Any system issues or bugs which are expected to go live with workarounds will need to be communicated to the Surrey Safe Care Training Manager to ensure that these are accounted for during course development. Key messages regarding workarounds and expected fix dates will be critical to communicate to end users.

The Surrey Safe Care Training team will manage training scenarios and User maintenance on the Train Domain.

Training Materials

The Surrey Safe Care Training team will develop lesson plans, course materials and guidance documentation as well as the provision of material for eCoach.

Content development will focus on two areas:

Digital content	Documentation
eLearning	Storyboards (for eLearning and video content)
Practice sessions	Lesson plans
eLearning sessions	Quick Reference Guides
Intranet/Extranet page development	Posters
eCoach	

The length of time to create content, particularly digital, will need to be factored in to the project plan. Due to availability of the Train Domain, considerations will need to be made regarding the use of eLearning prior to Go Live e.g. generic content may assist End Users with the functionality prior to specific context based training.

The decision regarding whether this is developed in house or procured will be determined by time, skill, access, tools and budget.

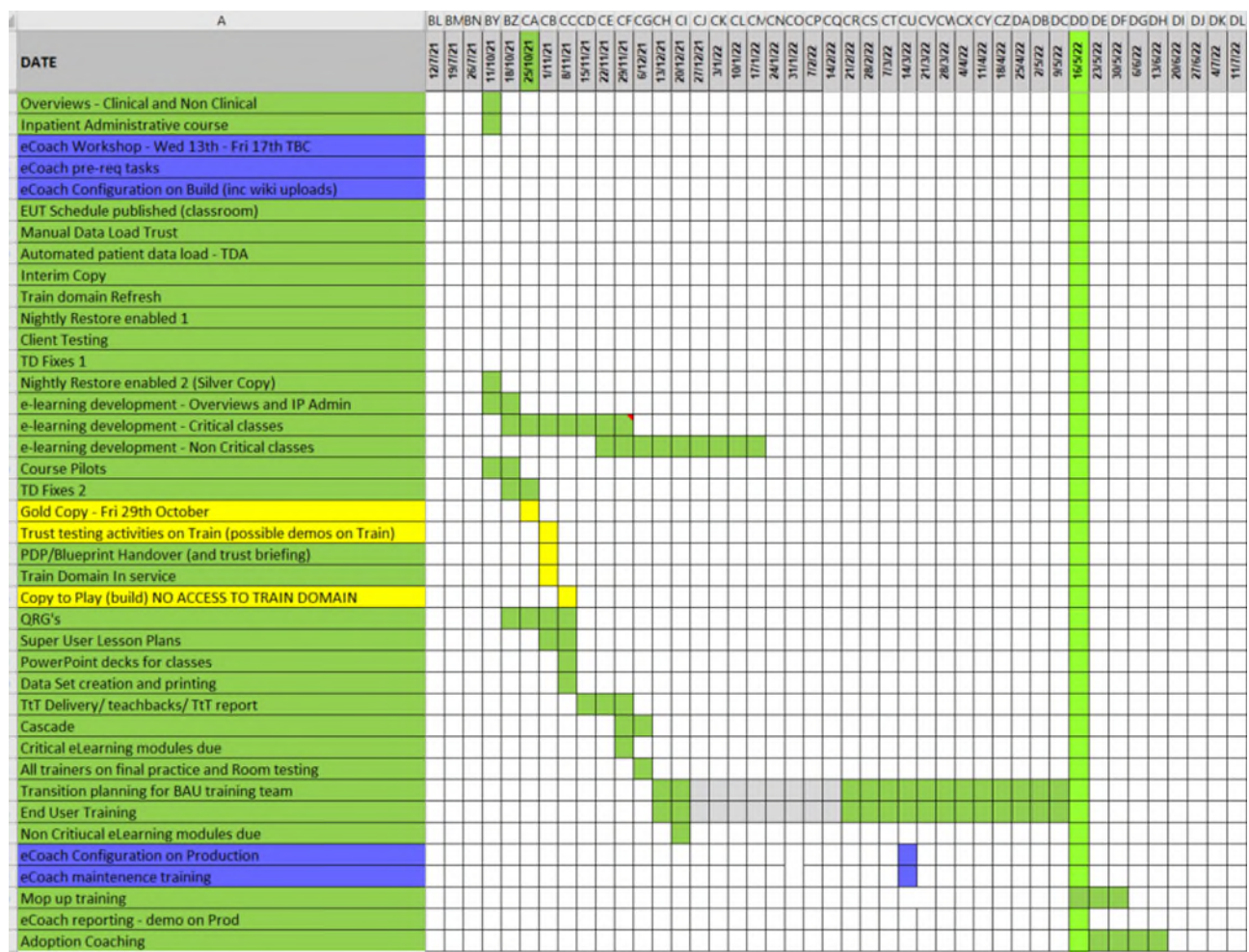
Content will be made available on the Surrey Safe Care Extranet with a Digital Learning Suite and other support tools. The Surrey Safe Care extranet will be the main point of access for End Users regarding training information.

Timescales

The following tasks have been identified:

Task	Duration	Dependencies
Engagement	90 days	Staff availability and awareness
Training needs analysis	25 days	ESR data and engagement
Training plan	60 days	TNA, Scope, Budget, Project plan
Team established	60 days	Training plan
Train the trainer	15 days	Resources
Technical Infrastructure	60 days	Budget, Training plan
Digital content development	90 days	TTT and Resources
Classroom content development	60 days	TTT and Resources
Super Users/Champions	90 days	Engagement
Contract training support	120 days	Training contract
Train Domain and content	10 days	Testing sign off
Scheduling	10 days	Project plan, Resource and Facilities
Bookings	40 days	Trust staff
Deliver training	55 days	Trust staff, Resource, Facilities, Train Domain, Testing sign off
Reporting	5 days	Technical infrastructure, Resource
Floorwalkers	15 days	Resource
Mop up training	15 days	Requirement, Resource
Handover to BAU	1 day	Readiness
Service transition	1 day	Handover documentation

Timeline



Floorwalkers

Floorwalkers will provide At The Elbow support during Go Live and will therefore require good working knowledge of the Surrey Safe Care system and workflows. It will also require good understanding of both organisations. Floorwalkers will be tiered into levels of support.

Administrative support

The main function of the administrative support will be in relation to processing training schedule, bookings and record of attendance. This will include responding to email enquiries, liaising with departmental leads and individual end users as well as generating reports and escalating non-attendance or issues relating to bookings. The administrative support will also ensure that the training facilities are booked and maintained.

System and technical infrastructure

To deliver Surrey Safe Care training courses, the following System and Technical infrastructure will be required:

- Train Domain which is fit for purpose
- Learning Management system (including content management)
- Content authoring software
- Smartcards
- Train Domain licences
- Play Domain

Skills Check

All End Users will be required to complete and pass a skills check following their end user training prior to receiving system access.

Pre-requisite eLearning courses will also include a skills check to be passed prior to attending classroom based offerings.

Competency based skills checks will be identified with a pass rate of 80% for administrative and clinical roles.

Skills checks scores will be reported daily during eLearning and End User training to be able to highlight any issues regarding learning and engagement.

Evaluation

Trainers will have a quality target objective to ensure their quality and delivery of training maintains 4 or above. Consistent scores below this threshold will be managed by the Surrey Safe Care Training Manager.

Training administration

The Training Schedule will be available approx. 4 weeks prior to the End User training phase and details advertised on the Surrey Safe Care Extranet Training pages along with agreed training communications.

The Communication Team will ensure that Departmental leads are aware of the schedule and the process to book training. Training Coordinators will process the bookings for the courses; ensuring staff are booked on to the correct course(s). Low uptake will be reported to the Surrey Safe Care Training Manager and investigated.

Line Managers will be responsible for identifying training for their team members and ensuring that their teams are booked on to the relevant training. Managers will also be responsible for allocating adequate time to be able to complete training.

The Surrey Safe Care Training team will provide Departmental leads with attendance/completion reports during the training period.

Lesson plans and course content will be reviewed and signed off by the relevant Subject Matter Expert for the course offering.

All course offerings should include management of potential hazards which have been identified.

All delegates completing training will be required to pass mandatory skills checks to an acceptable competency level identified.

Attendance and skills checks scores will be reported weekly (or as identified). It is critical that staff attend training prior to Go Live and poor uptake may result in a delay to Go Live.

A non-attendance process will be followed where staff have not attended or completed their training. Training co-ordinators will inform the staff member's Line Manager and offer further training dates/options.

Where attendance is poor, this will be raised as a risk on the Project Risks and Issues log and escalated to the EPR Programme Manager in the first instance.

Reporting

Reports will be captured for the following:

- Course development tracking
- IT Skills support attendance
- Uptake to training: number of bookings, attendance/non-attendance (DNA)
- Skills Check scores
- Attendance to optional events and uptake of optional eLearning modules
- Evaluation feedback

Key Performance indicators

IT Skills support	80% of end users identified as requiring	BAU teams updates tbc
Surrey Safe Care Play Domain	To be managed by the Engagement and Communications Team	Engagement report tbc
Surrey Safe Care eLearning	Min 100% completion prior to Go Live	Completions report tbc
Surrey Safe Care End User training	Min 100% attendance prior to Go Live except those on the exception list	Completions report tbc
Surrey Safe Care Quick Reference Guides	Min 80% guides completed at EUT	Readiness report tbc
Surrey Safe Care Favourites Fair	To be managed by the Engagement and Communications Team	Engagement report tbc
Surrey Safe Care eCoach	70% complete prior to Go Live	Readiness report tbc

Quality Assurance

Training course lesson plans and storyboards will be designed by the Surrey Safe Care Lead Trainers with guidance from Surrey Safe Care Subject Matter Experts and Workstream teams. Subject Matter Experts will provide approval for the courses developed.

Courses will be piloted with Super Users who will provide further feedback.

Course lesson plans and Storyboards will be tracked on the Lesson Plan tracker, which will include documentation changes.

Any changes to course content will require approval by the Surrey Safe Care Training Manager and communication to the Surrey Safe Care Training team prior to the change being implemented. This is to ensure that all team members are aware of the change.

There will be a change freeze to eLearning and course content prior to End User training delivery. Any emergency changes during the change freeze will be impact assessed prior to being implemented and a plan created for informing those already trained. This may be, for example, a user notice or a short eLearning module with the updates. In this instance, it is critical to ensure communication of the changes are made in a timely manner to the appropriate audiences.

Risks and Issues

All programme risks are documented in the SSC Programme Risk & Issues Master log on Cerner Portal. Any risks and issues that are relevant to the transformation strategy, will be tagged as 'Transformation' and mitigations will be managed by the Transformation Workstream.

Constraints

- Resource calculation is dependent on number of staff requiring training, agreed training format(s) selected, time-frame for training design, delivery and follow-up support
- Availability of rooms to provide classroom based training, seminars, demos and simulation environments
- Impact of Doctor's intakes in August, September, October, February, March and April
- Staff availability to attend training
- Backfill is provided to cover staff attending training, to minimise operational impacts
- Availability of equipment required to provide classroom based training and simulation environments
- Available budget to support resource requirements e.g. Trainers, Rooms, Equipment, Floorwalkers, Instructional Designers, LMS.

Dependencies

The following dependencies will impact the Training plan:

Training Dependency	Mitigation plan
Communication and change plans are put into effect prior to training delivery	Communications and Change Workstreams work collaboratively with the training Workstream. Plans are added to the Project Plan.
Sufficient numbers of Training Team available	In place by identified dates. Flexing of number of team members required to meet project tasks. Procurement of contracted training services. Gradual transition of BAU IT Trainers to Surrey Safe Care.
Trainers receive appropriate training prior to training delivery	Attendance to early visibility training, Train the Trainer provided by Cerner, and cascade training delivered by Trust and senior contract trainers.
Appropriate skills, software and time available for eLearning content creation.	Procurement of eLearning development and content and related software. eLearning development added to project plan 12 weeks prior to publishing content.
Signed off workflows available	Collaboration with Workstream Leads.
Availability of appropriately equipped training facilities for the duration of end user training	Identified number of rooms made available by the organisations for the period required. Equipment sourced and procured.
Release of staff for training	Operational Management take ownership of booking staff onto training courses.
Training domain is delivered on time and reflects localised configuration/data	Training Domain and related set up activities have been added to the Project Plan.
New implementation is fit for purpose	Sign off is in the Project plan prior to Train Domain copy released.
Contingency plans are in place	Project contingency plans made available

Costs

Ideal initial Training's Managed Service costs are covered in the CCN signed wc 22.11.21. Other budget breakdowns e.g. rooms and equipment are not included in this plan.

A subsequent CCN is being reviewed following change in go-live.

Go-live support and Floor-walking

Go live support and floor-walking will be provided 24/7 for a period of 2-4 (including weekends)

Floorwalkers will provide “At elbow” support and escalate issues where required. The floorwalking plan will provide detail regarding resourcing and scheduling.

Floorwalkers will receive a briefing session in addition to Surrey Safe Care training and will also be provided with a floorwalking pack which will include contact details, QRGs and an issues/feedback log to capture new issues as well as feedback...

Related documents

[Task to Role mapping tool](#) – tool to be used by the Surrey Safe Care Training team during course development.

[Surrey Safe Care Trg Workbook](#) – includes Training Planning, Tasks and Progress

Appendix 1: Summary of functions and audience

Below is the summary of main functions and target audience with indicative training formats.

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

