



London Ambulance Service **NHS**  
NHS Trust

**Individual Learning Account Policy & Procedure**

## DOCUMENT PROFILE and CONTROL.

### Purpose of the document:

This policy will ensure that fair, consistent and transparent processes are in place for the allocation, management and use of Individual Learning Account hours. This approach is indicative of the continuous learning approach which is promoted by the London Ambulance Service (LAS) and will support staff in achieving their potential through having access to timely and appropriate opportunities for education, learning and development.

**Policy Sponsor Department:** Clinical Education and Standards

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**Reviewer:** Director of Paramedic Education - To be reviewed by Sept 2015 – or on changes to the booking system

**Document Status:** Final

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**\*Version Control Note:** All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

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<b>Links to Related documents or references providing additional information</b>		
<b>Ref. No.</b>	<b>Title</b>	<b>Version</b>
<b>TP 056</b>	Core Training Policy	<b>V2.2</b>
	ILA User Guides	<b>V1.0</b>
<b>HR 09/02</b>	Disciplinary Policy	<b>V 2.0</b>
<b>HR 022</b>	Managing Attendance Policy	<b>V 4.2</b>
<b>TP 051</b>	Expenses Policy	<b>V 3.1</b>

Document Status: This is a controlled record as are the document(s) to which it relates. Whilst all or any part of it may be printed, the electronic version maintained in P&P-File remains the controlled master copy. Any printed copies are not controlled nor substantive.

## **1.0 Introduction**

- 1.1 An Individual Learning Account (ILA) is an agreed number of hours (currently 24 hours) to be used for the delivery of statutory and mandatory training each year.
- 1.2 These hours have been protected by removing them from the contracted hours undertaken on operational rotas and placing them in a bank to be used on suitable non rostered days.
- 1.3 These hours therefore form part of the staff members contracted hours per year.

## **2.0 Scope**

- 2.1 This policy applies to all clinical staff that have had ILA hours removed from their rotas as part of the 2014 rota review.

## **3.0 Objectives**

- 3.1 To increase the number of clinical members of staff receiving statutory and mandatory training annually.
- 3.2 To increase the number of hours clinical staff members receive training and the frequency of training per annum.
- 3.3 To provide a booking system for individual staff members to use to book themselves on to an appropriate course.
- 3.4 To improve patient care and compliance to clinical performance indicators by giving staff timely access to training.
- 3.5 To ensure clinical staff remain current and up to date with the professional requirements commensurate to their job role by providing regular, accessible training.
- 3.6 To mitigate risks and comply with legislation and CQC registration requirements by delivering statutory and mandatory training.
- 3.7 To ensure appropriate profiling of training

## **4.0 Responsibilities**

### **4.1 Director of Operations is responsible for ensuring:**

- 4.1.1 All clinical staff have the opportunity to attend statutory and mandatory training commensurate to their role, including staff groups that currently do not have an Individual Learning Account.

- 4.1.2 A dedicated number of hours (currently 24) are provided each year for the Individual Learning Account (ILA), by removing the agreed hours from the core rosters. Any change in the number of hours for individual learning accounts must gain full approval from the Executive Management Team.
- 4.1.3 The processes for operational and managerial staff for Individual Learning Accounts are followed, holding to account the people responsible for each element.
- 4.1.4 The hours provided by the LAS are appropriately used for staff attendance at statutory and mandatory training.
- 4.1.5 That all future roster reviews include the provision for Individual Learning Account Hours.
- 4.1.6 That the training is only cancelled on declaration of a major incident.

**4.2 Director of Paramedic Education & Development is responsible for ensuring:**

- 4.2.1 Sufficient course capacity for clinical staff to attend statutory and mandatory training in accordance with the LAS Training Plan.
- 4.2.2 In conjunction with other relevant directors, that the Training Needs Analysis (TNA) is updated to reflect the training and education needs of the Trust to inform the core training elements for each training year.
- 4.2.3 In conjunction with other relevant directors, that the content and delivery periods/schedules of each statutory and mandatory training programme are agreed.
- 4.2.4 The subsequent design and development of course material will be undertaken by the Clinical Education & Standards Curriculum Group, who along with subject experts and stakeholders will ensure that adequate review and quality assurance is provided throughout.
- 4.2.5 In conjunction with other relevant directors, booking periods and training blocks are agreed.
- 4.2.6 Signing off the final training delivery plan ahead of the commencement of the booking period.
- 4.2.7 In conjunction with other relevant Directors, undertaking monitoring of the uptake and completion of statutory and mandatory training.
- 4.2.8 Reporting on uptake to Trust Board and Director of Nursing and Quality by complex

4.2.9 Liaising with the Director of Operations if uptake on courses is insufficient

4.2.10 The quality assurance of all subject / teaching materials is undertaken

### **4.3 Fulham Education and Standards Administration are responsible for:-**

4.3.1 Setting up the courses on the Global Resourcing System (GRS and the Oracle Learning Management System (OLM)

4.3.2 Advising all relevant departments of the dates, locations and times of courses once the training days are available for staff to book, (Resource Centre and Communications).

4.3.3 Booking venues for the statutory and mandatory training.

4.3.4 Undertaking the planning and resourcing of the clinical tutors / training officers to deliver the courses. The plan will ensure that there is equal spread of courses across the Trust providing equal access for all clinical staff.

4.3.5 Providing all relevant documentation associated with each planned course. This will include the signing on sheet, achievement records, learner outcomes and any other printed materials required for the delivery of the course.

4.3.6 Providing electronic certificates for use by Clinical Tutors.

4.3.7 Inputting all achievement record data into OLM and liaising with management information to facilitate the production of management information reports.

4.3.8 Amending and updating course material when required using the agreed quality assurance process.

4.3.9 Regular monitoring of overall booking levels

4.3.10 Liaising with the Resource Centre to increase bookings on days with low numbers

4.3.11 Updating the course availability and notifying communications and resource centre of the courses which still have spaces to enable republication of dates by Communications and Complex Management Teams (CMT)

4.3.12 Advising the Resource Centre of any course that requires cancelling in good time, but no less than 7 days before the course date.

4.3.13 Sending out emails to prompt CMT to generate GRS booking reports at the times identified

#### **4.4 Complex Management Teams are responsible for:**

- 4.4.1 Ensuring that any cancellations within 4 weeks of the booked course are only granted in exceptional circumstances and the potential consequences of the cancellation are shared with the individual.
- 4.4.2 Fully understanding the consequences of granting any cancellation request during the training block before it is agreed. For example, the course numbers may fall below the minimum requirements to run the course.
- 4.4.3 Ensuring staff, if they cancel a booked course, are aware of their responsibility to re book another course as soon as possible. This booking must be before the booking deadline or within 7 days of the cancellation, whichever comes first.
- 4.4.4 Ensuring Clinical Education and standards administration are informed if any late cancellations are granted and the number of people booked onto the course falls below eight.
- 4.4.5 Undertaking an evaluation of contracted hours, including ILA hours, when processing leavers forms
- 4.4.6 Managing lateness in line with the current policy.
- 4.4.7 Publishing and advertising course dates locally
- 4.4.8 Managing persistently non-compliant members of staff to ensure that all of their staff are undertaking their contracted hours and are in date for all aspects of their core training commensurate with their role.
- 4.4.9 Managing sickness absences to ensure ILA hours are re-credited to an individual's account to facilitate rebooking. ILA account hours, when staff return from long term sickness, are to be managed locally on an individual basis.
- 4.4.10 Managing unauthorised absence in line with current policy as well as the ILA procedure i.e. the individual must re-book the training day as soon as is practicably possible.
- 4.4.11 Checking staff are up to date with their core training and have utilised the appropriate number of ILA hours when agreeing secondments.
- 4.4.12 Generating reports via GRS, as specified by the ILA process to highlight individuals not booked on to courses at the times identified.
- 4.4.13 Contacting staff, where appropriate, to ensure compliance with the booking process (Pro formas available Appendix 1-5)
- 4.4.14 Ensuring staff without ILA are abstracted to attend statutory and mandatory training commensurate to their role.

#### **4.5 The Resource Centre is responsible for:**

- 4.5.1 Initiating the unauthorised absence and lateness procedure by generating the appropriate documentation and informing the relevant complex management team.
- 4.5.2 Contacting all staff booked onto a course that has to be cancelled
- 4.5.3 Being first point of contact for clinical staff who at short notice will not be attending pre-booked training courses.
- 4.5.4 Confirming bookings and cancellations via the emailed booking form in accordance with the ILA process.
- 4.5.5 Undertake a welfare check for individuals who do not attend pre-booked core training courses.
- 4.5.6 Upon receiving a request via the booking form, placing individuals onto courses on the Global Rostering System (GRS) ensuring that they are attending on a non-rostered day.
- 4.5.7 Arranging an operational shift for staff who arrive too late to attend the booked training course.
- 4.5.8 Ensuring the booking process is managed in a fair and transparent way so that all clinical staff have equal access to statutory and mandatory training.
- 4.5.9 Liaising with Clinical Education and standards Administration to assist in increasing attendance numbers on undersubscribed courses by finding staff without an ILA that can be abstracted to attend.

#### **4.6 Clinical Staff are responsible for:**

- 4.6.1 Booking their statutory and mandatory training using the online booking form, accessed via *thepulse* within the specified booking period for the associated training block in accordance with the ILA process.
- 4.6.2 Ensuring that if there is a need to cancel a booking this is done at the earliest opportunity to minimise the impact on other clinical staff attending the course.
- 4.6.3 Understanding any cancellations requested after the booking deadline will only be accepted in exceptional circumstances and when supported by your line manager.
- 4.6.4 Ensuring that the training booked has not been undertaken previously in the same year.
- 4.6.5 Maintaining a record of the training they attend.



- 4.6.6 Understanding that by booking onto a training course the day becomes subject to normal terms and conditions associated with lateness and unauthorised absence management.
- 4.6.7 Accessing the appropriate statutory and mandatory training provided by the Trust on a non rostered day (not a rest after night shift)
- 4.6.8 Highlighting any difficulties booking or re booking onto courses to their Complex Management Team.
- 4.6.9 Understanding that they will not lose their training hours if they are off sick – these hours will be credited back to their account enabling staff to rebook.
- 4.6.10 Rebooking any training days that may have been missed owing to a period of sickness no later than 7 days after returning to work.
- 4.6.11 Understanding that annual leave cannot be taken on booked core training days
- 4.6.12 Making their own way to and arriving at the chosen training venue in good time to attend the booked course.
- 4.6.13 Claiming for any additional travel cost incurred in accordance with Trust Policy
- 4.6.14 Ensuring they have all the relevant equipment required for the chosen course and arrive with a willingness to learn.
- 4.6.15 Attend training days in full operational uniform, ensuring their PPE and personal kit is available either at the training location or at their base station.
- 4.6.16 Remaining up to date with attendance at statutory and mandatory clinical training whilst undertaking secondments.

**4.7 Clinical Tutors are responsible for:**

- 4.7.1 Calling the Resource Centre (RC) before teaching commences to advise of any lateness and/or non-attendees.
- 4.7.2 Emailing/faxing the signing on sheet to Resource Centre Seniors and Fulham Education and Standards Administration as soon as possible, but no later than the first break
- 4.7.3 Ensuring lateness is recorded accurately on the signing on sheet.
- 4.7.4 Supporting RC by not accepting staff onto training days that have arrived too late to attend and are being redeployed onto an operational shift.
- 4.7.5 Advising RC if insufficient numbers of staff turn up for a course to make it viable.

4.7.6 Inform RC and Fulham Administration if they have accepted a member of staff onto a course that had not been pre booked.

## **5.0 Policy Statement**

5.1 The London Ambulance Service (LAS) is committed to the promotion of learning to support the delivery of high quality services, continually improve quality, manage risk and develop staff.

5.2 The LAS will provide protected learning time to clinical staff in order that they are able to complete Statutory and Mandatory Training requirements commensurate to their role.

5.3 Protected learning time is an investment made by the LAS which supports staff in their personal and professional development as such the provision should benefit patients, the public, the individual, the LAS, local partners and stakeholders and the wider NHS.

5.4 The LAS recognises that it employs a diverse workforce some of whom work across 24 hour days and 365 days a year. The shifts involved to provide this level of service are at times not aligned to the delivery of education, development and training.

5.5 The introduction of Individual Learning Accounts (ILA) will provide flexibility to facilitate attendance at statutory and mandatory courses, whereby staff choose training days that are at locations and times that best fit with their working pattern and work/life balance.

5.6 The LAS will ensure that a dedicated number of hours are provided for the Individual Learning Account for clinical staff on core rotas, by removing the agreed hours from the operational roster pattern.

5.7 The LAS will include ILA hours in all future rota reviews to ensure all clinical staff have equal access to Statutory and Mandatory Training.

5.8 The LAS will commit to providing the statutory and mandatory training and that it will not be cancelled unless a Major Incident is declared.

## **6.0 Special Circumstances**

### **6.1 Clinical staff without ILA**

6.1.1 All staff that require statutory and mandatory clinical training can book onto courses via the booking form on *the pulse* but those without ILA will need to agree in advance any abstraction with their complex management team.

6.1.2 This staff group may also be allocated to courses by the Resource Centre on a rostered day.

6.1.3 All future rosters for clinical staff when reviewed will be updated to include ILA hours

6.1.4 These staff are responsible for:-

- a. Ensuring that the training booked has not been undertaken previously in the same year.
- b. Maintaining a record of the training they attend.
- c. Highlighting any difficulties booking or re booking onto courses to their Complex Management Team.
- d. Understanding that annual leave cannot be taken on booked core training days
- e. Making their own way to and arriving at the training venue in good time to attend the booked course.
- f. Claiming for any additional travel cost incurred in accordance with Trust Policy
- g. Ensuring they have all the relevant equipment required for the chosen course and arrive with a willingness to learn.
- h. Attending training days in full operational uniform, ensuring their PPE and personal kit is available either at the training location or at their base station.
- i. Remaining up to date with attendance at statutory and mandatory clinical training whilst undertaking secondments.

## **6.2 Lateness**

6.2.1 Staff are required to arrive in good time to attend training

6.2.2 All staff are reminded that if they should find themselves to be running late, they should contact the Resource Centre in the normal way as soon as possible

6.2.3 All lateness will be recorded and managed as per the current policy and procedure

6.2.4 Any member of staff arriving after teaching has commenced and therefore too late to attend training will be redeployed onto an operational shift for the remainder of the training hours.

6.2.5 It is the staff members responsibility to contact the Resources Centre to be allocated an operational shift and then to make their way to the appropriate location.

6.2.6 Staff who have been redeployed owing to lateness will need to liaise with local management teams to find an appropriate shift that can be converted into training hours in order to facilitate attendance at statutory and mandatory training.

### **6.3 Annual Leave/Special Leave**

6.3.1 Annual Leave cannot be taken once a training day has been booked.

6.3.2 Current special leave arrangements will be unaffected. In circumstances where special paid leave is agreed, staff will need to work with local management teams to find an appropriate shift that can be converted into training hours in order to facilitate attendance at statutory and mandatory training.

### **6.4 Sickness**

6.4.1 If staff are sick on a booked training day they are required to book sick with the Resource Centre in the normal way.

6.4.2 Any training hours missed owing to short term sickness will re-credited to the ILA account and available for staff to re-book the training day.

6.4.3 Training being rearranged due to sickness needs to be re-booked within 7 days of returning to work.

6.4.4 ILA hours will need to be managed locally for staff returning from long term sick, in conjunction with any return to work package put in place.

<b>IMPLEMENTATION PLAN</b>				
<b>Intended Audience</b>	<i>Clinical Staff requiring statutory and mandatory training, specifically those with an Individual Learning Account</i>			
<b>Dissemination</b>	<i>The Pulse and the LAS Website</i>			
<b>Communications</b>	<i>RIB</i>			
<b>Training</b>	<i>User Guide being issued</i>			
<b>Monitoring:</b>				
<b>Aspect to be monitored</b>	<b>Frequency of monitoring AND Tool used</b>	<b>Individual/ team responsible for carrying out monitoring AND Committee/ group where results are reported</b>	<b>Committee/ group responsible for monitoring outcomes/ recommendations</b>	<b>How learning will take place</b>
Booking and attendance levels of courses	After each training block	First review by ILA Implementation Group – thereafter the Practice Learning Managers	Area ADO, Quality and Governance Committee, Clinical Safety, Development and Effectiveness Committee	Review monitoring data. Amend / adjust policy and related documents. Share changes through all forms of media in the organisation
Interim Booking / cancellation process	After month one and then periodically for 6 months	First review by project board group – thereafter Clinical Education and Standards Manager and Clinical Education Steering Group (CESG)	Clinical Safety, Development and effectiveness committee	Review monitoring data. Amend / adjust policy and related documents. Share changes through all forms of media in the organisation
Cancellations on the day of	After each training block is	First review project team –	Clinical Safety, Development and effectiveness	Review monitoring data. Amend / adjust

training by the Trust	complete	thereafter Clinical Education and Standards Manager and Clinical Education Steering Group (CESG)	committee	policy and related documents. Share changes through all forms of media in the organisation
Bank staff being able to access courses	After month one and then periodically for 6 months	First review project team – thereafter Clinical Education and Standards Manager and Clinical Education Steering Group (CESG)	Clinical Safety, Development and effectiveness committee	Review monitoring data. Amend / adjust policy and related documents. Share changes through all forms of media in the organisation
Sickness and lateness impact on operational stand-down	After each training block is complete	First review project team – thereafter Clinical Education and Standards Manager and Clinical Education Steering Group (CESG)	Clinical Safety, Development and effectiveness committee	Review monitoring data. Amend / adjust policy and related documents. Share changes through all forms of media in the organisation

**Template Letter 1 – Initial Booking Reminder**

**Ref: Initial Booking Reminder**

Dear Colleague

Our records show that you have not currently booked a course place. The deadline for booking yourself onto an appropriate course is 4 weeks from the above date. Course locations and dates can be accessed via service computers using the ILA booking form.

If you are unable to book yourself on to a course, or are having trouble finding a suitable date, please contact your station admin team or Complex Management Team.

If you have made course booking arrangements prior to the receipt of this letter, then please contact your Complex Management Team to confirm the date of the course you have booked to ensure that records can be updated if incorrect.

Yours sincerely,

**Template Letter 2 – Core Training Booking Deadline Passed**

**Ref: Core Training Booking Deadline Passed**

Dear Colleague,

The booking deadline for the current block of ILA training has now passed. There is currently no record of you being placed on a training course within this training block.

Mandatory courses are a national requirement and essential for you to remain up to date with current practice and safe to practice. Your rota has been amended to enable protected training and without attending these courses, you will not fulfill your contractual hours for the London Ambulance Service.

Please book yourself on an appropriate course as soon as possible. If you are unable to do so please contact your Complex Management Team on receipt of this letter and they will assist you in booking on to a course.

Yours sincerely,



**Template Letter 3**

**Ref: Un-booked training day**

Dear Colleague

I am writing to advise you that the current ILA training block has now started. We currently have no record of you on a training course within this training block. Please book yourself on to an appropriate course; if you are unable to do so contact your Complex Management Team.

Please note that failure to book yourself on to a course will result in you being allocated a training day by your Complex Management Team using a non-rostered day, and your attendance will be mandatory on the day allocated to you.

If you have made course booking arrangements prior to the receipt of this letter, then please contact your Complex Management Team to confirm the date of the course you have booked to ensure that records can be updated if incorrect.

Yours sincerely,

**Ref: Allocation of Core Training**

Dear Colleague

You have failed to book yourself on to a training day for the current training block. Please contact your complex management team immediately if there are any reasons why you are unable to undertake the mandatory training set out within the individual learning account [ILA].

You have been booked on to the following training course:

Course:

Location:

Date:

This course has been allocated to a non rostered day, in line with the ILA policy. This is a mandatory course that you must attend.

Please ensure you book yourself on to all future courses using the ILA booking form. If you have any further queries please contact your complex management team.

Yours sincerely,

**Ref: Cancelling Core Training**

Dear Colleague

Our records show that you have cancelled your training day on more than one occasion during the training block and with less than 4 weeks' notice.

We understand that due to a number of reasons changes like this are sometimes necessary however, it is essential that you attend the mandatory training provided.

Please rebook and ensure you attend. If you are experiencing any problems that you need assistance with then please contact your Complex Management Team.

Yours sincerely,