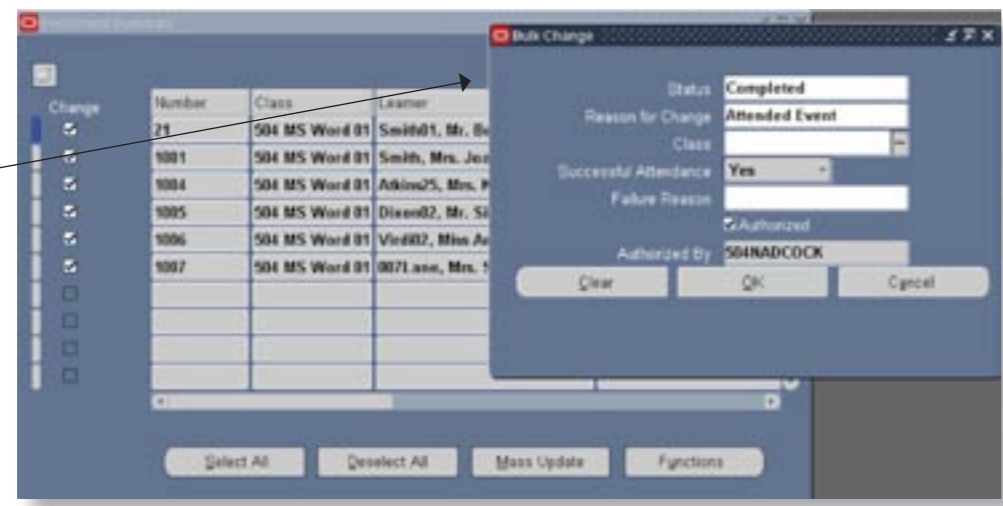


STAGE 4: Outcomes

Student Attendance Form

The Training Administrator can update the student status for an entire class in one operation. It is also possible to highlight those staff that did not attend, and record a reason.

Bulk update minimises data entry and maintains the correct student status. This will ensure that subsequent reports are accurate.



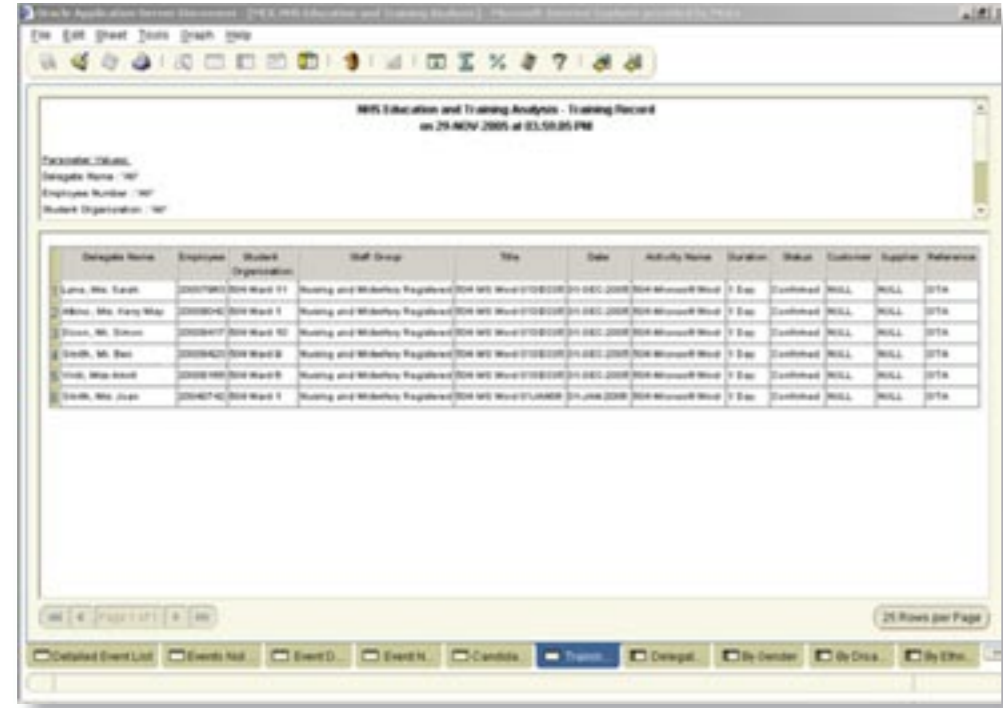
Example Report

Training Record

A comprehensive suite of reports allows attendance and take-up of training to be monitored against various criteria.

Training courses can be matched to competence frameworks to ensure that training is correctly targeted. Usage statistics can be produced to ensure value for money is achieved from training events.

Reports can be produced to list available courses, highlight those that have yet to reach the minimum attendees required, and highlight those employees who did not attend classes. This enables effective management of the training process.



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LEARNING MANAGEMENT



Top tips for a successful implementation

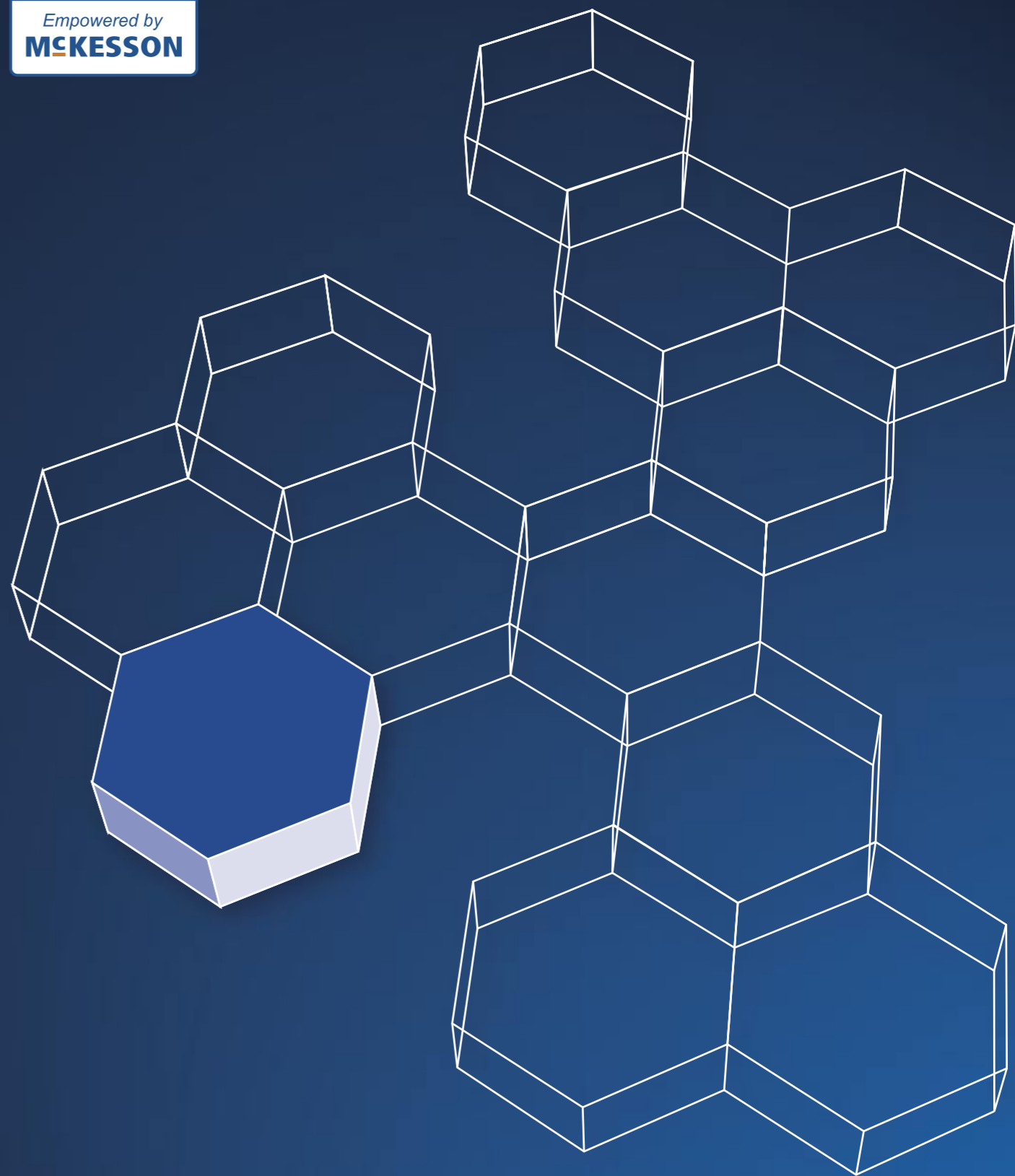
You need to consider the following now, in anticipation of the implementation of ESR in your organisation:

- **Which training should be managed through ESR and which elsewhere?** Three options exist, although a combination of these is possible:
 - **Complete use of ESR** - This yields the maximum benefit, although a significant initial setup effort is needed.
 - **Direct editing of the ESR Employee Training Record** - This is effectively free-form recording of all training attended.
 - **Direct editing of the ESR Employee Competence Profile** - This will

- maintain local mandatory training and each employee's position within national competency frameworks.
- **Definition of training data** - effort is needed to identify training centres, course, competencies etc., and to populate ESR accordingly.
- **Classification of courses** - within Department of Health agreed groupings. This enables consistent reporting at the regional and national level.
- **Establishment of a process and responsibilities** - for population of the training schedule and all updates and additions. The training system must always accurately reflect what is available and relevant.

These are actions relevant to the Learning Management function of ESR. Other factsheets in this series describe actions to be considered with regards to other capabilities.

For further information relating to ESR, please contact your local Account Manager or visit the ESR website on www.esrsolution.co.uk



ESR allows training and development of NHS staff at all levels to be **monitored** and **managed**

OVERVIEW

The Learning Management component of ESR enables comprehensive control over all the activities associated with the training and development of NHS staff. This includes the administration of training courses, and the recording of training undertaken by every employee. Courses can be linked to defined competencies, including national competence frameworks, so that current employee competencies and progress towards those competencies can be updated and monitored. A wide range of reports enables control over all aspects of staff training and development.

Benefits

- Enables NHS organisations to manage all aspects of the delivery and maintenance of a training service.

- Maintains information on: Courses (any educational or development activity designed to enhance an employee's competencies, qualifications or experience), Classes (a single occurrence of a course on a particular date), Resources (such as trainers, equipment or venues), Customers (external organisations to whom training is delivered by the NHS), Suppliers (external organisations who may provide training or support), and Training Centres (organisations within the NHS who deliver training).

- Employee competencies can be associated with training courses. Once a member of staff has completed the relevant set of courses, his or her employee record can be updated with the new competency.

- National competence frameworks are built in, and an employee's position within these is automatically maintained. They include the Knowledge and Skills Framework (KSF), National Occupational Standards (NOS), and National Workforce Competencies (NWC).

- Local competences can be created. For example, a skill in Manual Handling may require a refresher course every 12 months; ESR will report on those employees who are due for refresher training.

- A wide range of reports allows training and development to be monitored at a local, regional or national level. Through Employee Self-Service, students can complete a Training Evaluation form, thus cutting down on central data input and potentially increasing the response rate for such evaluations. A report is available to collate user evaluation of courses at a local, regional or national level.

WHAT IT LOOKS LIKE

The ESR Learning Management process contains four stages:



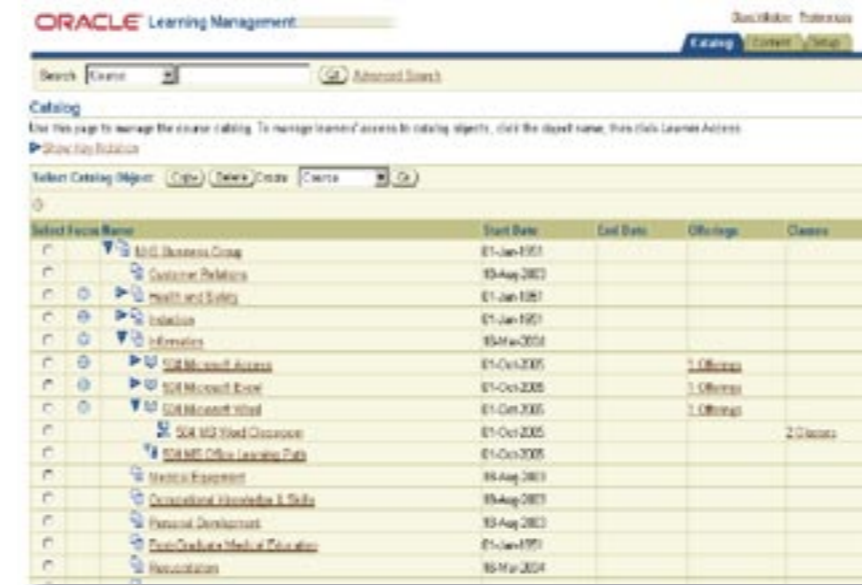
Example screens for each of these steps are shown below.

STAGE 1: Setup and Maintenance

Learning Administration Form

With this form, a Training Administrator can access information relating to a course catalogue. New courses and classes can be set up and existing ones maintained.

Access to the entire training catalogue is available through one form, allowing users to "drill down" into different course types and particular classes. This enables more efficient set up and maintenance of the training programme and provides a single point of reference for all training.

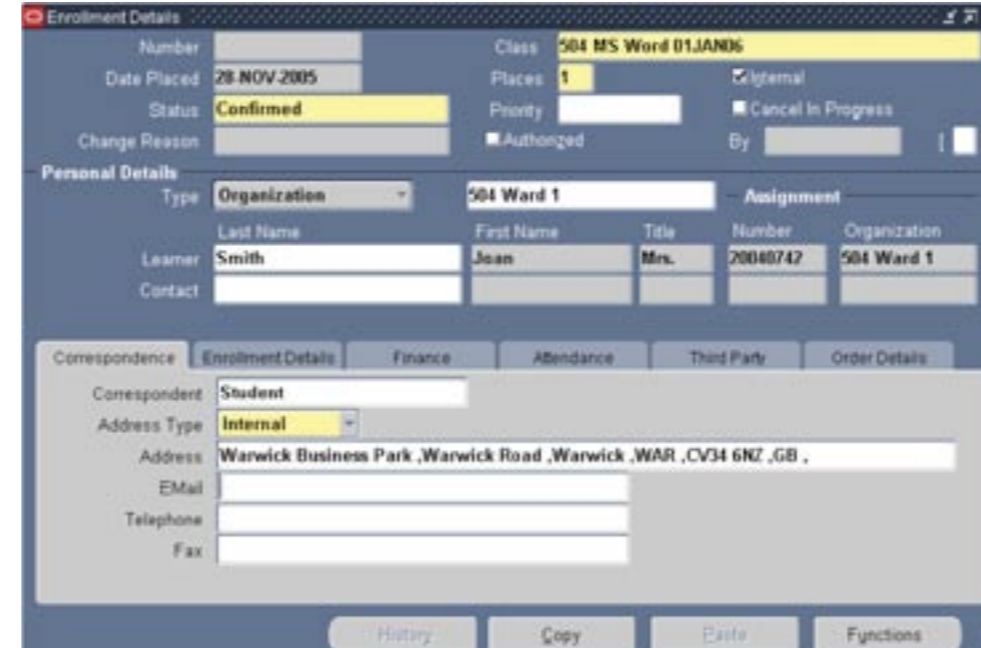


STAGE 2: Enrolment

Student Enrolment Form

This form is used by the Training Administrator to enter student details against classes.

Training Administrators can select students from a list containing all the employees on the system. Information on where each employee works and their internal/external address is available and used to generate letters, thereby reducing manual data entry.



Employees with access to Self-Service can search for training events and request enrolment. ESR will send a request to the employee's supervisor for them to approve the request. See the Self-Service factsheet in this series for more details.

Considerable manual and paper-based effort can be saved and the student enrolment process made more efficient through the use of ESR's Manager and Employee Self-Service facilities to request and approve training.

STAGE 3: Approval

Manager Self-Service Approval of Training

A Manager can approve or reject the enrolment. The employee will then either be enrolled for the requested class or removed from the list.

The Manager retains the final approval on training but has the ability to route the request to other senior staff if appropriate. This enables increased control over training budgets, and minimises administrative overheads.

In a non Self-Service environment, it is likely that a paper-based process exists to record Manager approval for employee attendance on training courses. This would then directly (but manually) feed the "Student Enrolment Form" screen shown at Stage 2.



Self-Service Employee Enrolment Form

