Humber Teaching
NHS Foundation Trust

STANDARD OPERATING PROCEDURE
COMMUNITY & PRIMARY CARE
LEARNING AND DEVELOPMENT

Document Reference	SOP20-058
Version Number	2.1
Author/Lead **Job Title**	Kerry Brown, Clinical Lead – Community & Primary Care Division
Instigated by: **Date Instigated:**	Kerry Brown
Date Last Reviewed:	17 March 2023
Date of Next Review:	March 2026
Consultation:	Primary Care and Community Services Clinical Networks
Ratified and Quality Checked by: **Date Ratified:**	Community & Primary Care Clinical Governance Group 17 March 2023
Name of Trust Strategy/Policy/Guidelines this SOP refers to:	

VALIDITY – SOPs should be accessed via the Trust internet to ensure the current version is used.

CHANGE RECORD

Version	Date	Change details
1.0	*13/10/20*	*New SOP – Approved at Community & Primary Care Clinical Governance Group.*
2.0	*14/02/22*	*'Clinical Focus Group' changed to 'Clinical Governance Group' and Appendix 2 'Training Request Flow Chart' amended. Appendix 3 'Ordering Training on Oracle' added as an Appendix. Document reworded. Further amendments to the approval process and Appendix 'step by step guide on how to raise a non-catalogue requistion for training on Oracle' and Appendix 'training request spreadsheet' added. HEE funding details.*
2.1	*17/03/23*	*Trust invoicing address updated.Approved at Community & Primary Care Clinical Governance Group (17 March 2023).*

Contents

1. INTRODUCTION

From 1 April 2020 departments were able to manage their own external learning and development opportunities.

Service managers will be able to decide on any requests for training, these will be funded through their own budgets.

Each division has received an extra sum of funding to help support requests which don't routinely sit within the internal training provision (available on ESR).

2. SCOPE

This Standard Operating Procedure is aimed at all substantive, permanent staff, including service managers, matrons, therapy lead, team leaders, clinical leads, practice managers, GPs, Allied Health Professionals (AHPs), nursing associates, nursing staff, support staff, social workers, support workers, pharmacists and technicians and administration staff. These are staff from all service areas within the Community & Primary Care division. There may also be an agreement to support training for bank staff that are regularly working in an area and where it is agreed that training to improve skills and knowledge would benefit patient care.

This Standard Operating Procedure should be applied when a member of staff requests training additional to that required as mandatory for their role.

3. DUTIES AND RESPONSIBILITIES

Chief Executive
The Chief Executive will assume overall responsibility for ensuring the Trust has appropriate arrangements in place for the equitable division of the allocated training budget.

Director of Nursing
The Director of Nursing has delegated responsibility for ensuring the division has in place appropriate procedures for responding to training requests and the equitable allocation of the training budget.

Finance Department
The Finance department will divide the training budget received into the division equitably over the service areas based on number of substantive, permanent staff within each service area.
The allocations will be placed into the separate identified budgets.

Service Managers and Matrons
Service managers and matrons are responsible for the implementation of this procedure in their clinical areas and ensuring that systems are in place to achieve the standards within this procedure.

Clinical Networks
Training requests are taken through the relevant Clinical Network Group (CNG). The CNG responds to the training request presented, considers if the request falls within the scope of the team/service/area of work and agrees or rejects the request (giving rationale for rejection).

The CNG administrator records the decision in the meeting minutes and on the training application form and adds the course/training details and source of funding (i.e. Health Education England (HEE), Continuing Professional Development (CPD) or the training budget) to the training funds allocation spreadsheet.

The administrator of each CNG will keep a record (spreadsheet) of funding allocated to ensure continued equitability and safe management of the budget which will be shared with Finance and the Professional Education Lead following the CNG each month.

Team Leaders, Clinical Leads and Practice Managers
Team leaders, clinical leads and practice managers are responsible for undertaking annual appraisals with staff and recording training needs within this.

At the end of the appraisal period a team/service training needs analysis should be completed to determine the team training needs for the following year.

Team leaders, clinical leads and practice managers should ensure that all requests are in line with the team's assessed training needs.

Team leaders, clinical leads and practice managers should ensure that all training requests are submitted on the training and development application form to the service manager, clinical lead or matron to take to the relevant CNG for consideration and approval.

All Staff
All staff should ensure that they partake fully in the appraisal process which includes;

- Ensuring that they have a personal development plan which is agreed with their line manager and supports the service vision and goals
- Taking responsibility for a commitment to self-development in the spirit of Caring, Learning and Growing Together
- Identifying (in conjunction with their line manager) any training needs relevant to their role and development (including initial completion of the training and development application form)

Learning & Development Team
Responds to the learning requests that fall within their scope of responsibility (Appendix 1).

4. PROCEDURES

(Refer to Appendix 2.)

1. Appraisals for all staff should take place within the Trust stated review period.

2. Learning and development needs should be formally identified and recorded at this and/or the mid-point review stage and should link to Trust values and Service/Team/Role requirements.

3. The staff member should seek to identify the appropriate training and complete the training and development application form (Appendix 5) for training requests (that are not mandatory to the role. Training will be funded via HEE, from CPD monies or the training budget. If any course is funded via HEE it will state HEE workforce development funding (SSPRD).

4. The training and development application form should then be presented to the relevant CNG for consideration.

5. The CNG can consider the application virtually if the training request does not fall within the timescale.

6. The CNG approves/rejects the request.

7. The administrator of the CNG completes the relevant section of the training and development application form on behalf of the CNG and returns the form to the applicant.

8. The administrator of the CNG records the training course details and the source of funding (i.e. HEE, CPD monies or the training budget) onto a training funds allocation spreadsheet.

9. The applicant must work with their admin to book a place on the training and order the training on Oracle (see Appendix 3 and Appendix 4). If the course is HEE funded it does not need to be added to Oracle and an invoice is not required. The universities are paid direct by HEE and the university will ask the member of staff to ask the Professional Education Lead to sign their university application form.

The applicant should submit their training application request in a timely manner to allow for the request to be processed and to allow for the training to be booked and paid for in advance of the start date if required.

The applicant must not book onto a training course unless they have received approval from the CNG.

5. MONITORING COMPLIANCE

The CNG lead, in conjunction with service managers will periodically review the budget and allocations to ensure equity across all service areas and that allocation of funding remains within the budget.

6. RELATED POLICIES/ LINKS

- Appraisal Policy ref: HR-010
- Learning and Development Policy ref: HR-019
- Statutory and Mandatory Training Policy ref: 4.06
- Humber Training Department Intranet Page
- Apprenticeship Policy HR046
- ESR Employee Self-Service Intranet Page

7. REFERENCES

Health Education England Continuing Professional Development (CPD) Funding Allocation for Nursing Associates, Nurses, Midwives and AHPs in NHS Organisations.

Appendix 1 - Learning & Development within Humber Teaching NHS Foundation Trust

Learning & Development Team (L&D)

Statutory/mandatory - delivered through L&D via face-to-face or online supported with contributions by Trust wide staff.

Essential training - BP, Falls training etc. delivered through L&D via face-to-face or online supported by Trust-wide staff.

Support Staff Learning and Development Funding – this is Health Education England (HEE) funding for support staff to develop and enhance skills and career progression. This is managed & allocated by L&D.

Trust-wide apprenticeships – coordinated & managed by L&D.

Professional Education Lead (Practice Education Team)

CPD funding central funding from Government via HEE to support the NHS long term plan and develop new clinical skills – the allocation of this will be done via Professional Education Lead.

Specialist Skills Post Registration Development (SSPRD) supported by funding from HEE this covers some university courses & post-registration professional courses i.e., district nursing, non-medical prescribing etc. via Professional Education Lead.

Post-registration programmes – DN, ACP, SCPHN, via Professional Education Lead.

Non-Medical Prescribing Course Request via the Non-Medical Prescribing Lead/Medicine Optimisation Lead Nurse.

Apprenticeships – professional pathways leading to recordable professional qualification i.e., nursing, AHPs, social work, nursing associate via Professional Education Lead and professional leads for each discipline and funding via Apprenticeship levy (this will be supported by the Trust apprenticeship manager).

Appendix 2 - Training Request Flow Chart

Training needs determined at appraisal or mid-point review.

Appraisee to research course/training details

Appraisee to complete the training and development application form and submit to the team leader, clinical lead or practice manager for authorisation

Service manager, clinical lead or matron takes authorised application form to the relevant CNG (Community Services/Addictions/Primary Care) for consideration (application can be considered virtually if does not fall within the timescale)

CNG approves/rejects the training request.

Administrator for the CNG completes the application form on behalf of the CNG and returns form to the applicant.

Administrator for the CNG records training course details and source of funding (i.e. HEE, CPD or the training budget) onto a training funds allocation spreadsheet.

Applicant seeks support from admin in their team to book the training and add a non-catalogue request to Oracle against their team budget code (except when course is HEE funded).

Administrator for the CNG sends a copy of their training funds allocation spreadsheet to Finance and the Professional Education Lead following the CNG each month.

Appendix 3 - Ordering Training on Oracle

- Applicants **should not** book training with the provider until the training request has been approved by the Clinical Network Group (CNG).

- The applicant must provide full details to the admin within their team ordering the training. The admin can then add a non-catalogue request to Oracle for a requisition to be raised by our supplies department. Details must include the full title of the training course, date of the course, delegate name, total cost (excluding VAT as that will be added by Oracle as appropriate) and correct billing name of the supplier (training provider). The team's budget code should be used when ordering training.

There are 2 ways to book training:

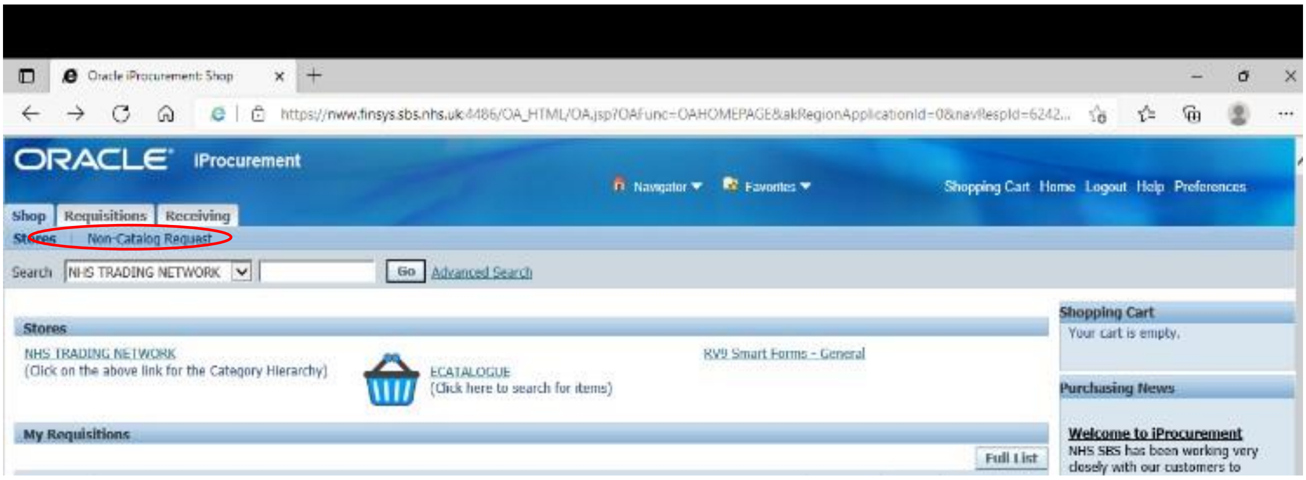
- Option 1
  The requisition triggers an online booking that must be paid by credit card. In that case the requisition must contain all relevant information to facilitate such a booking. However, if there are multiple delegate questions to be answered on the training supplier portal then our supplies department may go back to the requisitioner to ask them to log in and at the point a credit card payment is required the supplies department will help the requisitioner complete the booking.

- Option 2
  Alternatively, if the booking can be done on Oracle i.e., the supplier is set-up on Oracle and is happy to accept a purchase order and then invoice the Trust, the supplies department will process the requisition. In some cases, supplies may need to raise a PO number and then send this back to the requisitioner so they can add the PO number to the booking portal. If a purchase order is required to make the booking, admin should ask that the purchase order is emailed to them by supplies in the 'note to buyer' field on Oracle.

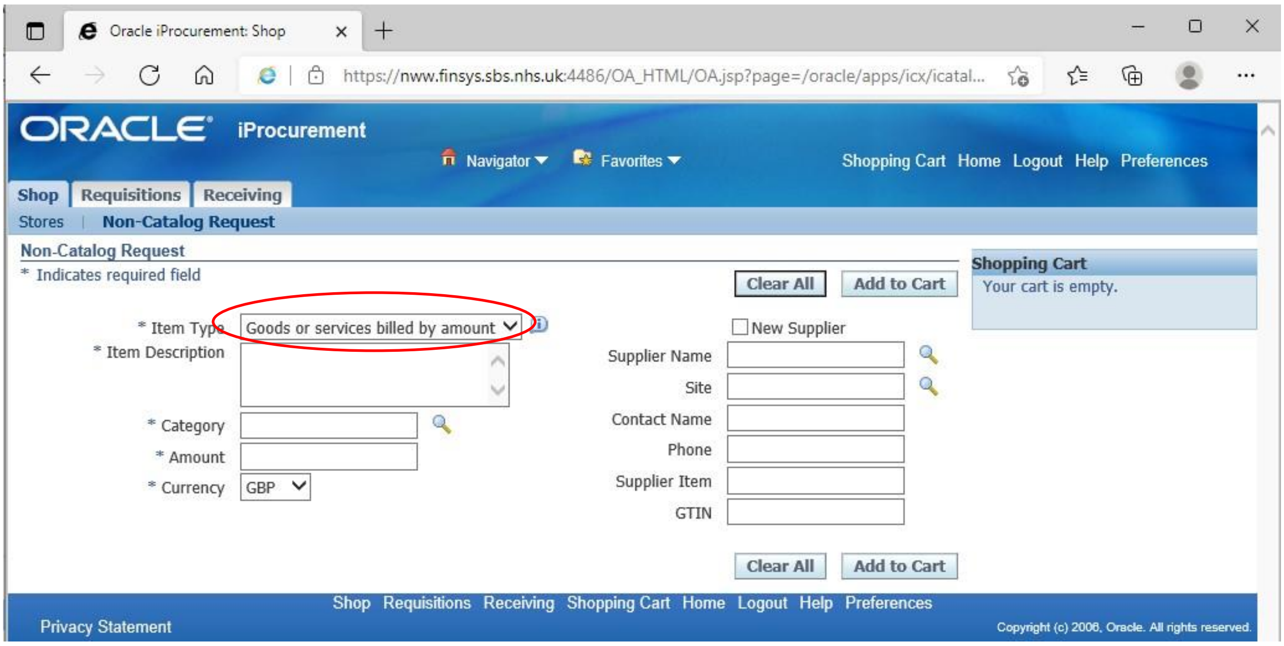
Please refer to the Appendix 6 for the full procedure details.

Appendix 4 - Step-by-step guide on how to raise a non-catalogue requisition for training on Oracle

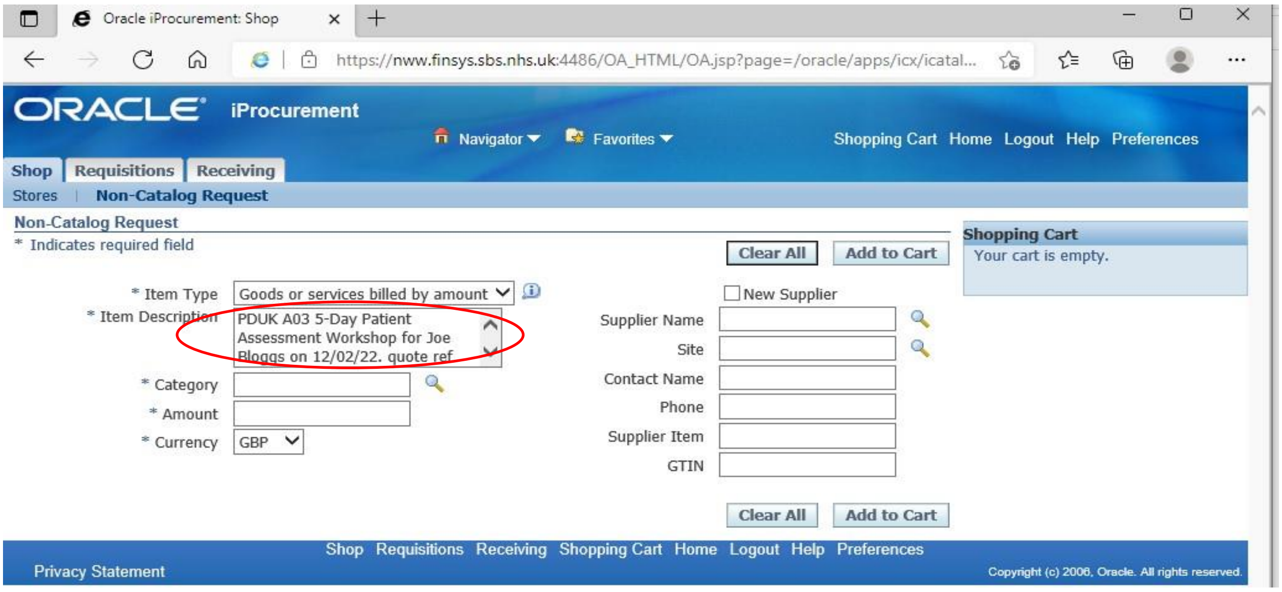
1. On the main Oracle screen, select **Non-Catalog Request.**



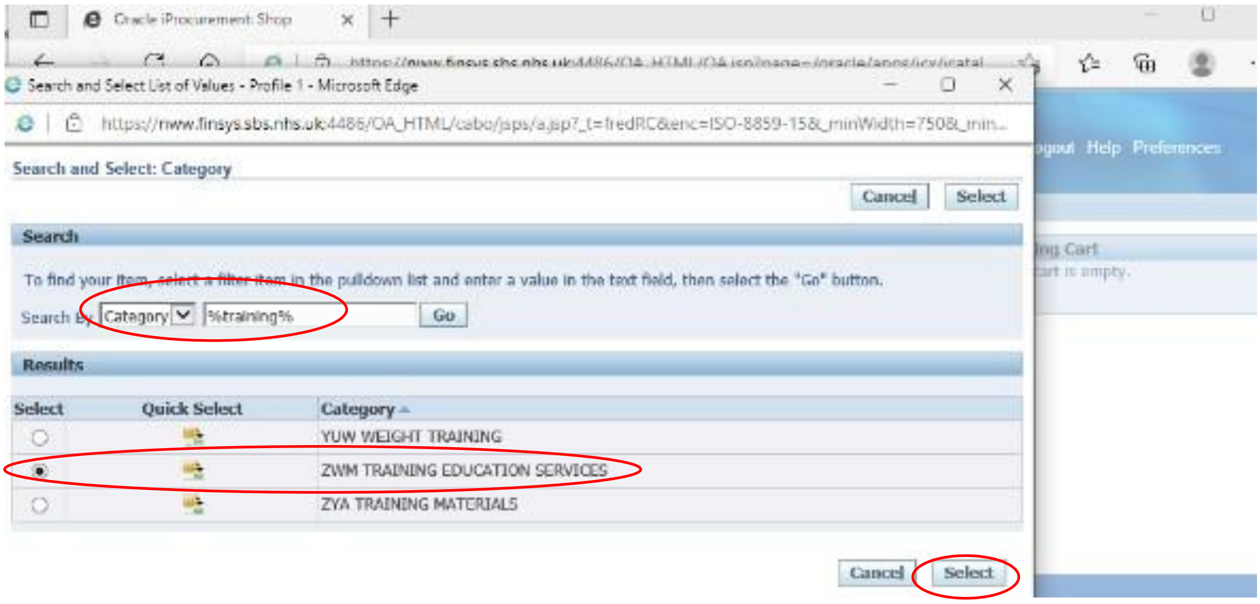
2. On the next screen complete the Non-Catalog Request fields.
   - Select the relevant 'Item Type' in the drop-down box i.e., **Goods or services billed by amount.**



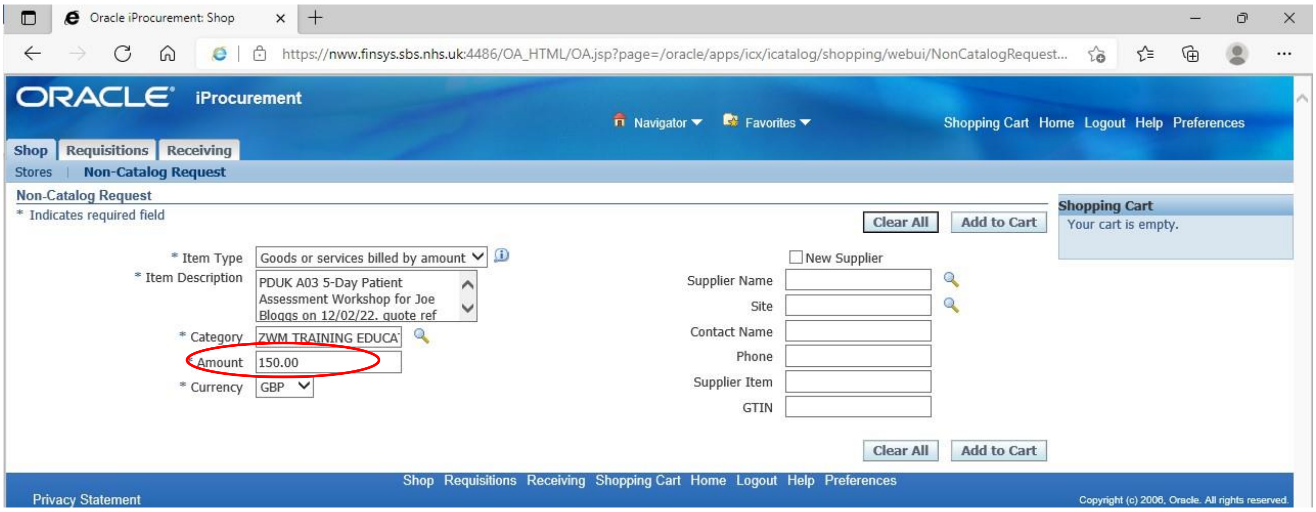
➢ Complete the 'Item Description' field with the full title of the training course, date of the course, delegate name and the reference number or quote number if you have one.



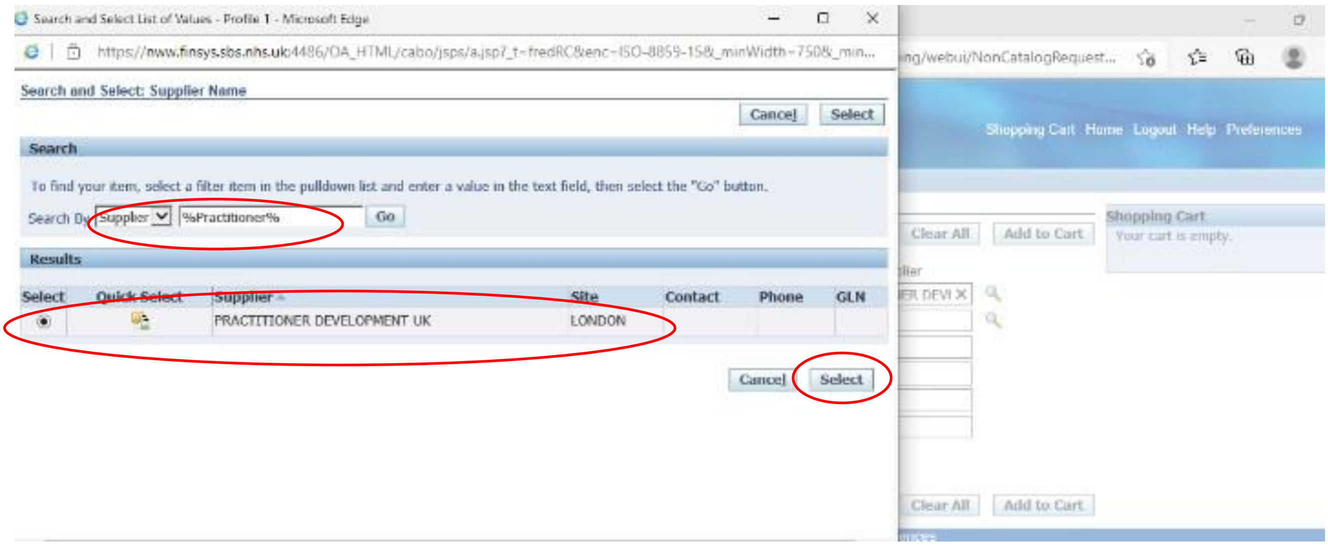
➢ Click on the magnifying glass to search for the 'Category' and enter %training% in the search field then select **ZWM Training Education Services.**



➢ Add the cost of the course (excl. VAT) to the ‘Amount’ field e.g., 150.00

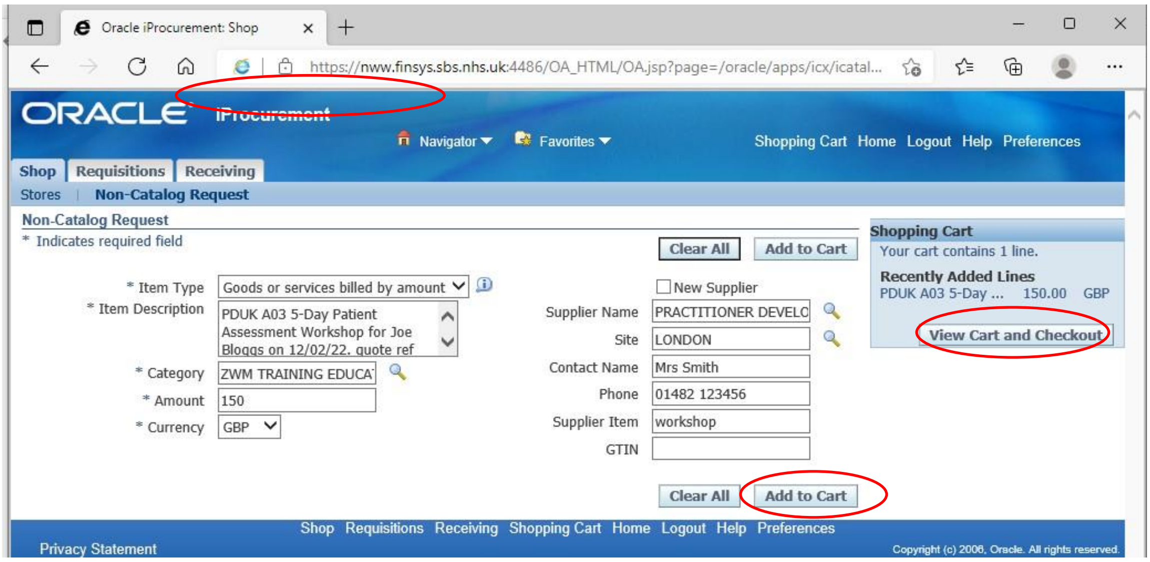


➢ Click on the magnifying glass to search for the Supplier Name using % at either side of a key word to bring up related options and select the correct billing name of the supplier from list e.g %Practitioner% to find ‘Practitioner Development UK.’

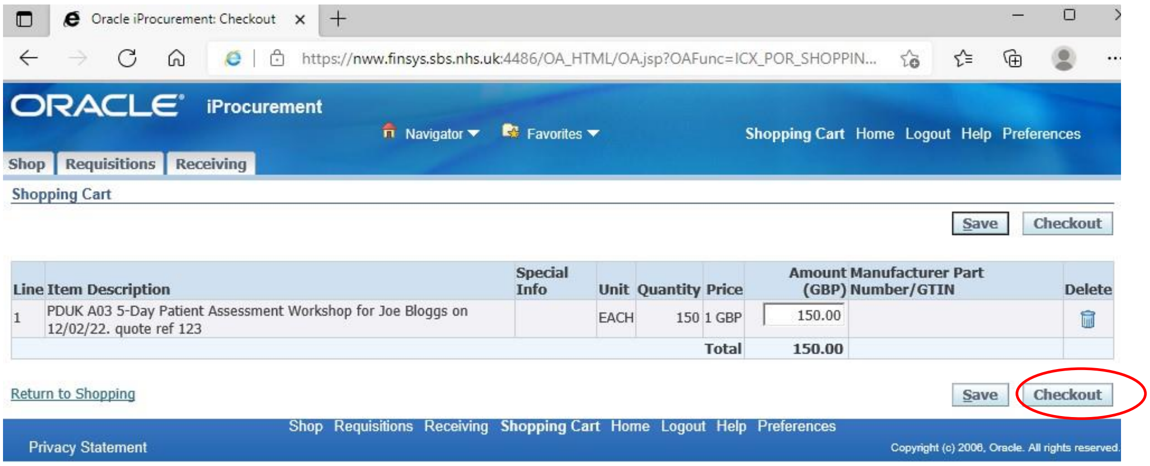


If the supplier is not listed, tick the ‘New Supplier’ box and manually fill in the correct billing name and details of the Supplier.

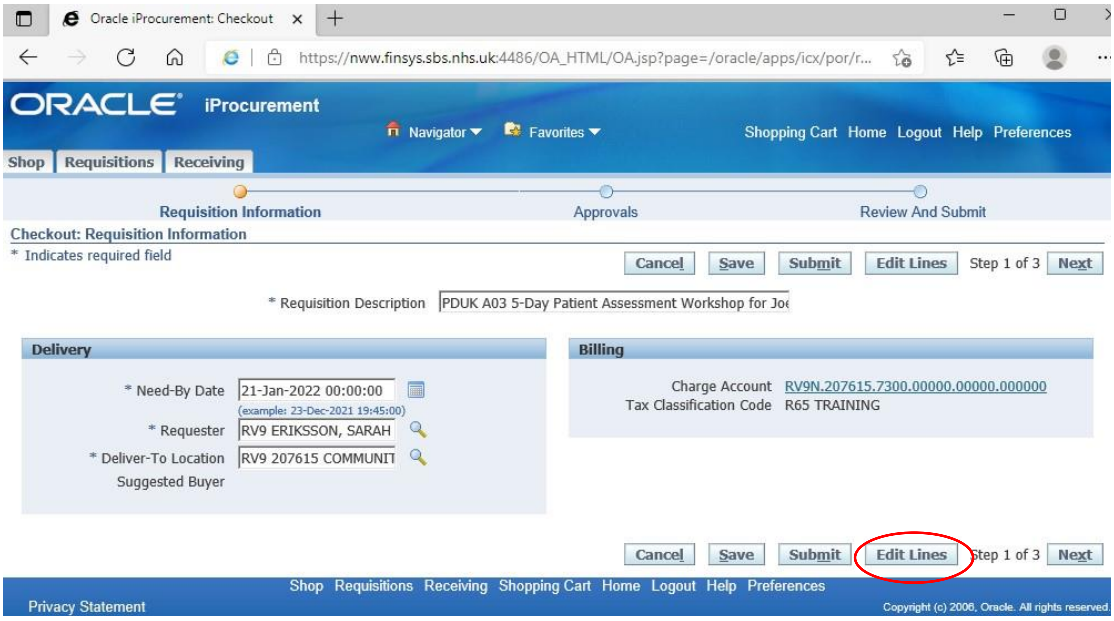
➢ Once the Supplier details have been completed, select **Add to Cart** then select **View Cart and Checkout**.



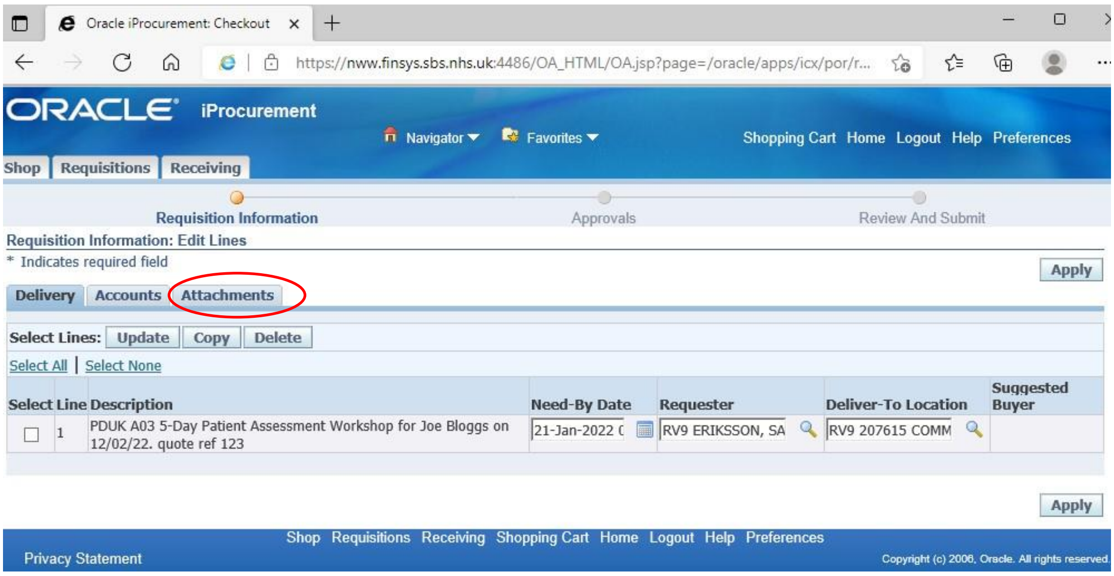
3. On the next screen select **Checkout.**



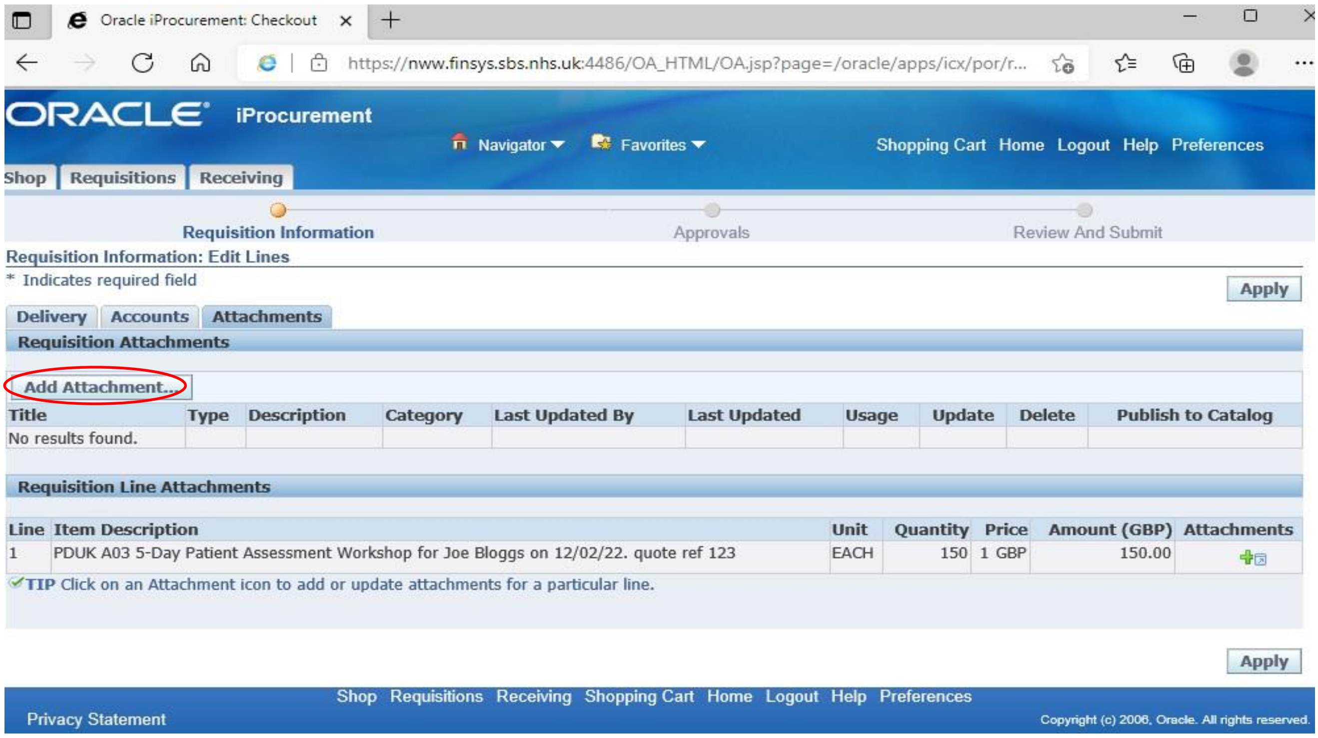
4. On the next screen if you have a quote to attach to the order, select **Edit Lines,** otherwise proceed to 9.



5. On the next screen select the **Attachments** tab.

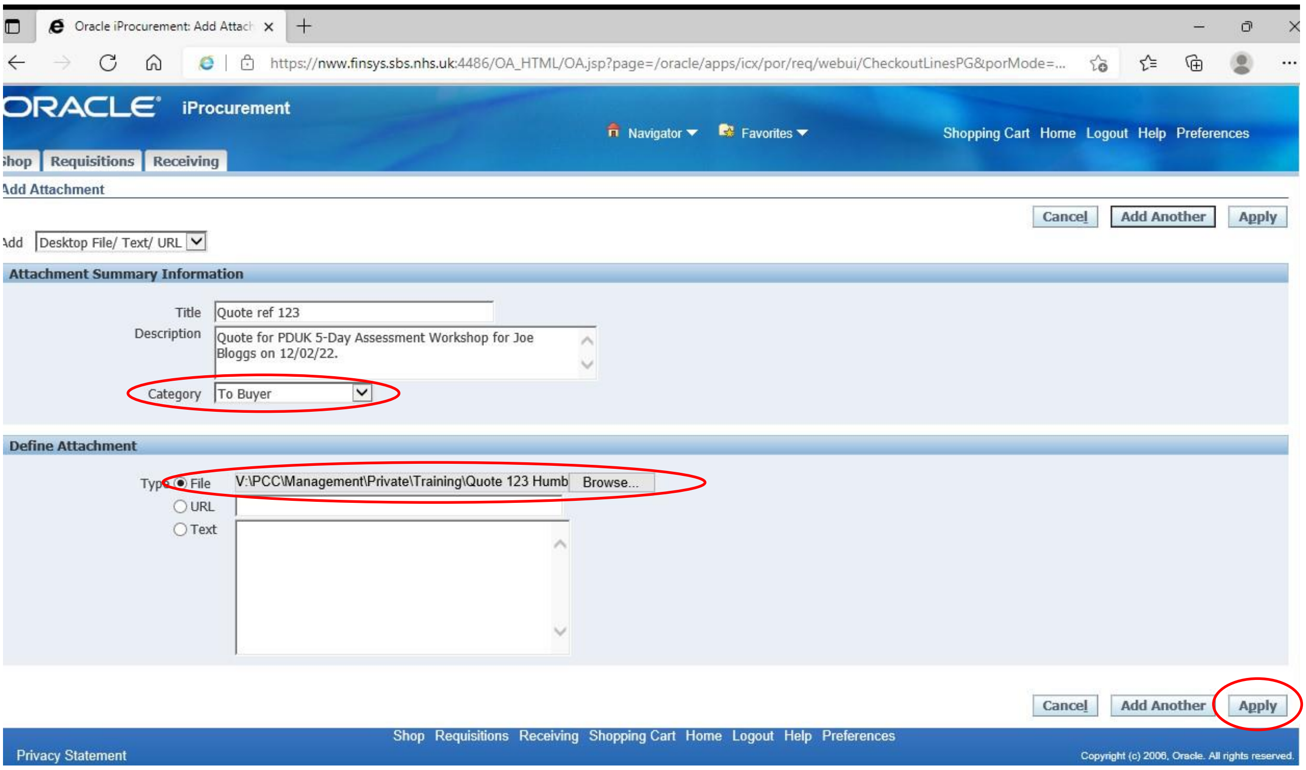


6.On the next screen select **Add Attachment.**

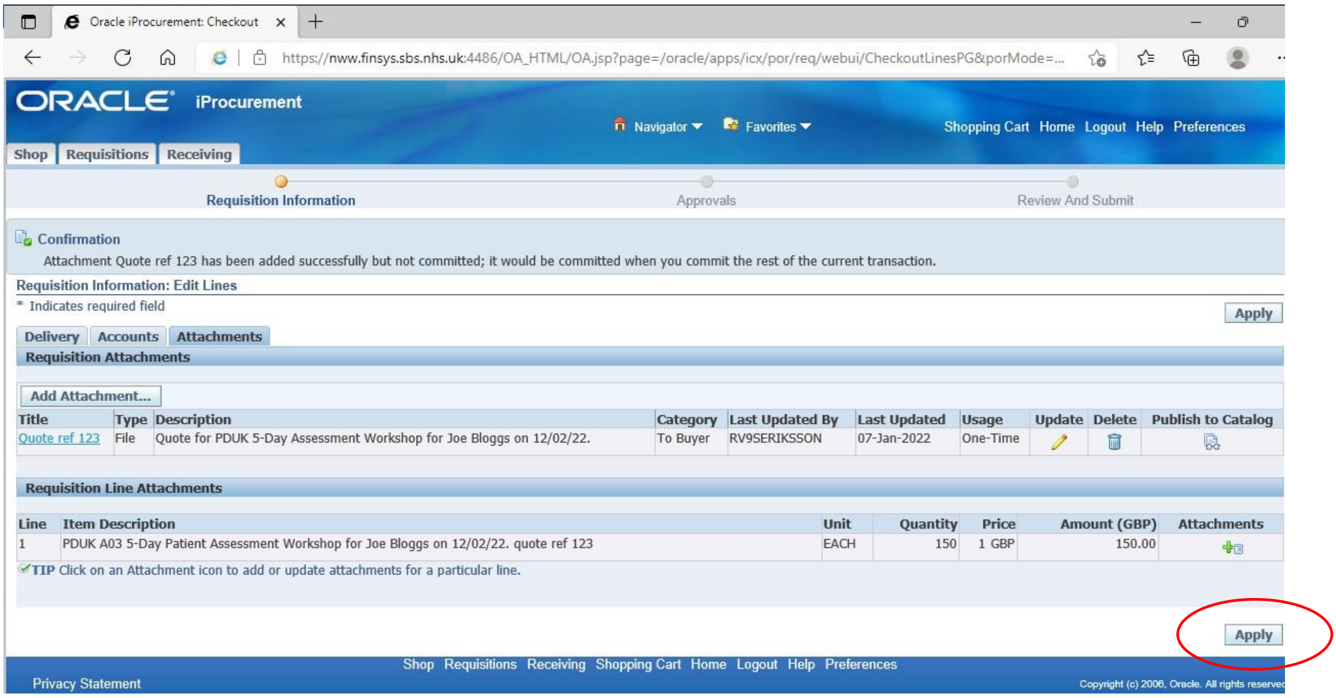


7. On the next screen, complete the 'Attachment Summary Information' fields with the title and description of the quote to be attached.

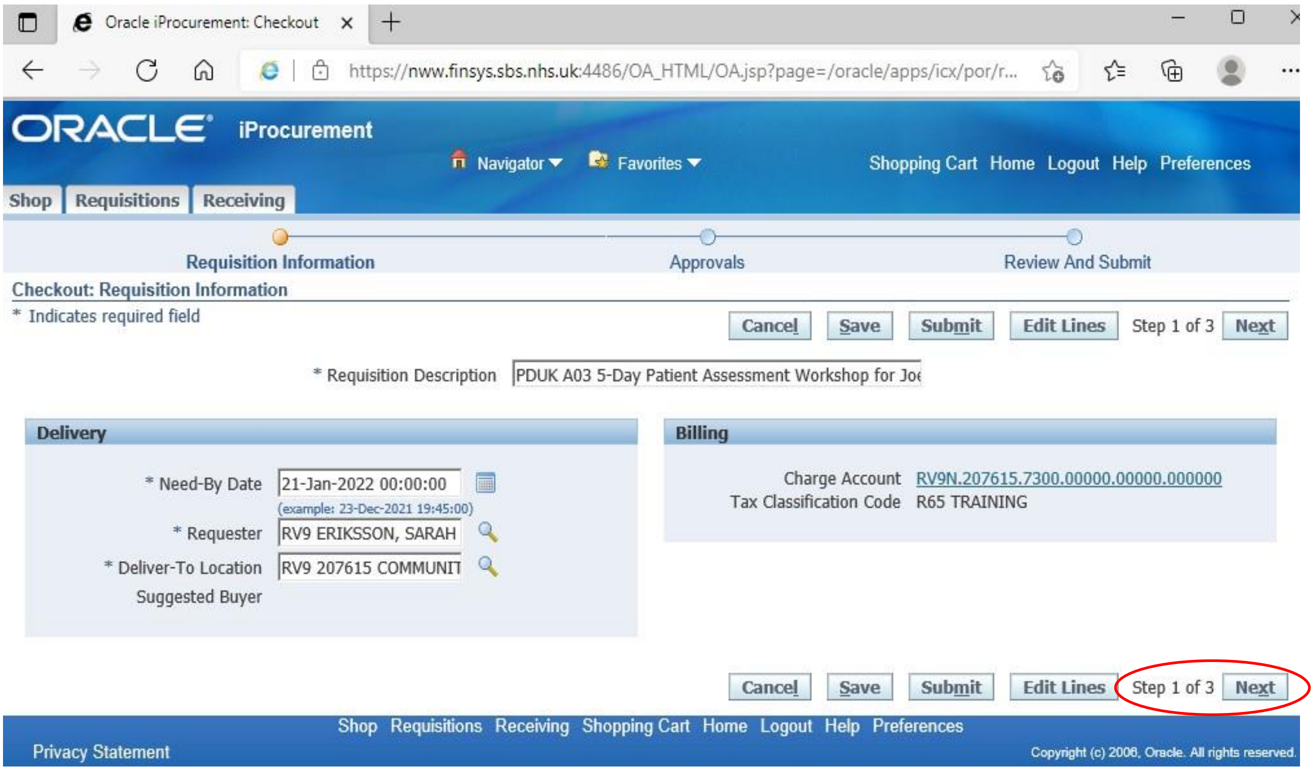
- Select '**To Buyer'** in the 'Category' drop-down box.
- Click on **Browse** to locate the quote to be attached.
- Then select **Apply.**



8. On the next screen select **Apply.**

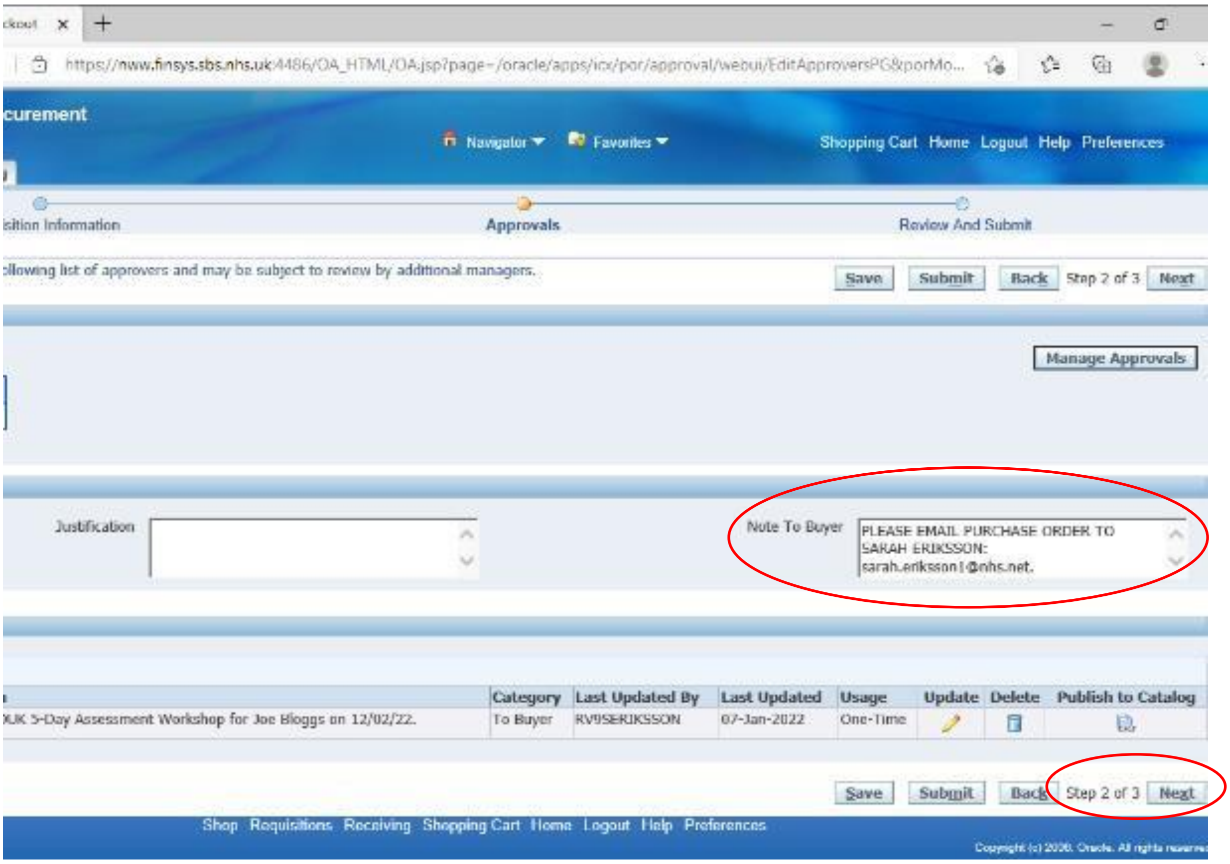


On the next screen (step 1 of 3) select **Next**.

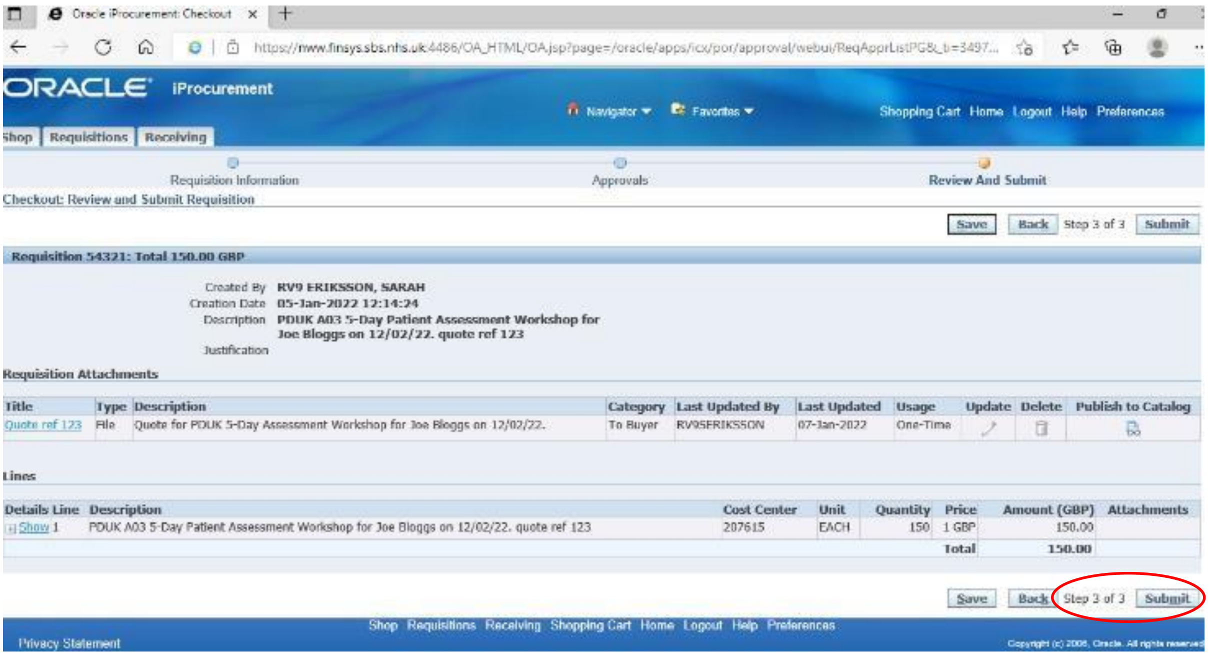


10. On the next screen (step 2 of 3) if the training provider requires a purchase order in order for the training to be booked, you must request in the 'Note to Buyer' field that the purchase order is emailed to you by the Supplies team.

➢ Then select **Next.**



11. On the next screen (step 3 of 3) select **Submit** to send the Requisition to the manager for approval.




Confirmation
https://nww.finsys.sbs.nhs.uk:4486/OA_HTML/OA.jsp?page=/oracle/apps/icx/por/req/webui/ReviewSubmitPG&_ti=3976956...
ORACLE iProcurement
Navigator
Favorites
Shopping Cart Home Logout Preferences
Shop Requisitions Receiving
Confirmation
Requisition 54132 has been submitted for approval.
To check on this requisition's status, click on the Requisitions tab or look in My Requisitions on the Shop page.
Continue Shopping
Shop Requisitions Receiving Shopping Cart Home Logout Preferences
Privacy Statement
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Appendix 5 - Training and Development Application Form

Community & Primary Care Division

Humber Teaching NHS Foundation Trust

TRAINING AND DEVELOPMENT APPLICATION FORM

PERSONAL DETAILS (please PRINT your name, job title and work address)

Surname:		**Forename:**	
Job title:		**Assignment Nº** *(from your payslip):*	
Work base address (including postcode):			
Tel No:		**Mobile No:**	

Training provider (full name of company) & name of course	Level/Area *(if applicable)*	Date	Time
Duration of course / time commitment:			
Cost of training (if not on ESR):			
How will the course be funded?			
☐ **HEE** ☐ **CPD**	☐ **Training budget** ☐ **Don't know**		
Please tell us why you are making an application for training below:			
How will this training support your own personal / professional development, and improve patient care / service delivery?			

Date discussed at appraisal/mid-point review and managers comments:

AUTHORISATION

Applicant's signature:		**Date:**	
Manager's signature:		**Managers name:**	
Manager's email:		**Date:**	

TO BE COMPLETED BY THE CLINICAL NETWORK GROUP

Date request considered by the Clinical Network Group:	

The above application has been considered by the appropriate Clinical Network Group. The application has been **Approved/ Declined*** **(* delete as appropriate)**
Reason application declined (if applicable):
Next steps: Applicant to work with admin in the team to book a place on the training and add a non-catalogue request to Oracle (Oracle order and invoice are not required if the course HEE funded).

Appendix 6 - Guidance when requesting an order to be placed for a training/development event

When funding has been approved from the Divisional Training Budget or CMHT Transformation (indicated on the form) please follow guidance below:

Once approved by the panel and the training and development form is returned, the staff member or Team Admin must place a requisition on the SBS system – that means they must raise a non-catalogue requisition and also attach the training and development form on Oracle to support the purchase request. **<u>This needs to be processed in a timely manner</u>** to allow time for any set up.

A non-catalogue requisition needs to be activated on Oracle so that the purchase order can be issued to the supplier.

- If this is a new supplier to Humber Teaching NHS Foundation Trust, contact Supplies / Procurement via HNF-TR.supplies@nhs.net for a new supplier form.
  Please note this process can take over 14 working days to complete from the receipt of a completed supplier form. It is imperative that supplier forms are returned by the supplier as soon as possible so the actual activation on Oracle can be actioned.
- Any requisitions raised on Oracle for this purpose must be coded to the budget codes indicated on the training and development form.

Once the requisition has been activated on Oracle it needs to be approved by the team/line manager or budget holder.

Once approved, Supplies will process the requisition subject to all information being available e.g., name of supplier; name of training/course, start dates, venues, cost etc. If there are any gaps in the information required, the requisition will be returned to the requisitioner with guidance about what information is missing so that it can be redone and resubmitted.

Please note a supplier should only raise an invoice once they have been supplied with a valid Humber Teaching NHS Foundation Trust purchase order. Failure to follow the correct process will cause invoice rejection and payment delay which may lead to staff being unable to attend training courses. All training requests should be planned well in advance to make sure all processes are adhered to.

In the event that a supplier requires credit card payment up front this can be facilitated via the Trust credit card, the requisitioner should make this clear when raising the requisition. Following the Trust process for ordering is essential to minimise delays for the requestor and the supplier.

<u>PLEASE NOTE RE: INVOICES</u>
PLEASE NOTE THE PROCUREMENT DEPARTMENT DO NOT MANAGE INVOICE QUERIES – SUPPLIERS MUST CONTACT SBS DIRECT FOR SUPPORT IF REQUIRED.

The supplier must ensure they submit their invoice to the RV9 Payable address and stated on the Humber Teaching NHS Foundation Trust purchase order.

This can be done in three ways:

- by post to the invoicing address,

  HUMBER TEACHING NHS FOUNDATION TRUST
  RV9 PAYABLES F685
  PO BOX 312
  LEEDS
  LS11 1HP

- by email to sbs.apinvoicing@nhs.net this needs to be in PDF format for guidance see https://www.sbs.nhs.uk/supplier-submitting-invoices or
- electronically by Tradeshift.

Tradeshift is the preferred option by the Trust. It is free to use and is also the quickest route to submitting an invoice for payment, giving access to invoices in as little as 15 minutes, more details can be found at https://www.sbs.nhs.uk/supplier-einvoicing

If you wish to speak to accounts payables at NHS Shared Business Services please contact them on 0303 123 1177 or preferably by web portal - https://nhssbs-comms.net/t/4BD0-10WGB-5CDI4Q-UR5FM-1/c.aspx

RECEIPTING

Upon receipt of a valid invoice SBS will check for the correct billing address and PO number. If this information is not visible the invoice will be rejected. Assuming all information is available the invoice will be added to the system and will be reconciled. Payment will be released once the purchase order has been **receipted on Oracle**. Failure to receipt a purchase order will cause a notification via email to prompt the requisitioner to log in and receipt. If a payment for a course has been made via credit card it does not need to be receipted.