**Staff Development Policy**

**Mandatory training guidelines**

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# Introduction

## Policy statement

Staff development at Sheerwater Health Centre applies to all members of the multidisciplinary team, combining personal and professional development which enables individuals to progress their career pathways.

## Principles

Staff development is about supporting personnel, ensuring they are able to manage their own learning in order for them to enhance their skills and knowledge which will enable them to deliver safe, effective clinical care.

At Sheerwater Health Centre, the staff development programme has been produced to reflect statutory, mandatory and personal training requirements. Line managers are responsible for ensuring that staff complete both statutory and mandatory training within the given timeframes.

## Status

The organisation aims to design and implement policies and procedures that meet the diverse needs of our service and workforce, ensuring that none are placed at a disadvantage over others, in accordance with the [Equality Act 2010](https://www.legislation.gov.uk/ukpga/2010/15/contents). Consideration has been given to the impact this policy might have with regard to the individual protected characteristics of those to whom it applies.

This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. For the avoidance of doubt, it does not form part of your contract of employment.

## Training and support

The organisation will provide guidance and support to help those to whom it applies to understand their rights and responsibilities under this policy. Additional support will be provided to managers and supervisors to enable them to deal more effectively with matters arising from this policy.

# Scope

## Who it applies to

This document applies to all employees of the organisation and other individuals performing functions in relation to the organisation, such as agency workers, locums, and contractors.

Furthermore, it applies to clinicians who may or may not be employed by the organisation but who are working under the Additional Roles Reimbursement Scheme (ARRS).[[1]](#footnote-1)

## Why and how it applies to them

Staff development involves all members of the team at Sheerwater Health Centre. It is a support mechanism that enables staff to progress and develop in their careers. Staff will be expected to take an active role in their own development, ensuring that they have the necessary skills and knowledge to enable them to work safely and effectively.

# Definition of terms

## Personal development

The process of improving your skills and increasing the amount of experience you have in your job[[2]](#footnote-2)

## Mandatory training[[3]](#footnote-3)

Mandatory training is compulsory training that is deemed to be essential by an organisation for the safe and efficient delivery of services.

# How to use this policy

## Included documentation

This policy is comprised of the following:

**Annex A** – Staff development programme

**Annex B** – Training matrix

All staff are to read Annexes A and B to ensure that they understand their individual training requirements.

# Summary

An effective training programme will enhance staff performance, the patient experience and will ensure that staff have the necessary skills, knowledge and competency to meet the needs of the patient population.

Furthermore, staff will assume control of their own learning and development, enabling their career progression and job satisfaction.

# Annex A – Staff development programme

**Introduction**

Sheerwater Health Centre is committed to ensuring that all staff are given the required training to enable them to work safely and effectively. The organisation wants to foster a culture of learning, permitting all staff to achieve their full potential whilst meeting the objectives of the organisation and individuals’ learning needs.

There are multiple factors that require consideration in relation to staff development, namely:

* Time
* Funding
* The effective use of available resources

The organisation will ensure that all training activities are developed and managed appropriately, enabling all staff at the organisation to develop their skills and knowledge.

**Mandatory training**

Whilst the CQC does not have a list of mandatory training for GP practices, it will consider whether “staff have the skills, knowledge and experience to deliver effective care and treatment”.[[4]](#footnote-4)

As the organisation ultimately makes the decision with regard to what training its staff complete, the CQC will however expect to see examples of the following training:

* Infection prevention and control (Level 1 & 2)
* Fire safety
* [Mental Capacity Act and Deprivation of Liberty Standards](https://www.cqc.org.uk/guidance-providers/gps/nigels-surgery-10-gps-mental-capacity-act-2005-deprivation-liberty-safeguards)
* Resuscitation – Adult Basic Life Support (Level 1 & 2)
* Resuscitation – Paediatric Basic Life Support (Level 1 & 2)
* Safeguarding Adults
* Safeguarding Children
* Information governance and data security
* Complaints management
* Conflict resolution
* Equality and diversity
* Health, safety and welfare
* Moving and handling (Level 1 & 2)
* Preventing radicalisation - basic prevent awareness
* [Sepsis](https://www.cqc.org.uk/guidance-providers/gps/nigels-surgery-88-sepsis)

A training matrix can be found at [Annex B](#_Annex_B_–) which details all mandatory training.

**Organisational policies and training**

The organisation has the following policies to support many of the above mandatory training subjects that are available on internal practice website. Due to their mandatory nature, it is an expectation that all staff will read and understand these polices also as part of training modules.

Basic life support

Complaints management

Conflict resolution

[Data security awareness](https://practiceindex.co.uk/gp/forum/resources/data-security-and-protection-toolkit-guidance.1045/)

[Equality, diversity and human rights](https://practiceindex.co.uk/gp/forum/resources/equality-and-diversity-policy.891/)

[Fire safety](https://practiceindex.co.uk/gp/forum/resources/fire-safety-policy.802/)

[Health, safety and welfare](https://practiceindex.co.uk/gp/forum/resources/health-and-safety-policy.809/)

[Infection control](https://practiceindex.co.uk/gp/forum/resources/infection-prevention-control-policy-ipc.700/)

[Mental Capacity Act](https://practiceindex.co.uk/gp/forum/resources/mental-capacity-act-policy.1105/)

[Moving and handling](https://practiceindex.co.uk/gp/forum/resources/manual-handling-policy.1431/)

Preventing radicalisation (within Safeguarding Policy)

[Safeguarding (adults and children)](https://practiceindex.co.uk/gp/forum/resources/safeguarding-policy.728/)

[Sepsis](https://practiceindex.co.uk/gp/forum/resources/sepsis-policy.818/)

Note, training is available on the Blue Stream Academy for all mandatory subjects.

**Staff responsibility**

All staff are expected to take responsibility for their own training requirements and to partake in all arranged mandatory training events. Staff are required to participate in an annual appraisal/development process that will, through discussion, identify any training requirements from both an employee and employer perspective.

All staff must seek the appropriate authorisation prior to attending any training events by email.

**Personal development**

The organisation will ensure that a well-structured personal development strategy is in place which will encompass an annual review with individuals’ line managers. The development needs of personnel will be identified and a personal development plan agreed between the staff member and their line manager.

**Organisation-based training**

The organisation will, through the training coordinator, deliver a training programme to meet the needs of the multidisciplinary team.

# Annex B – Training matrix

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Subject** | **Frequency** | Admin staff | Clinical staff | **Comments** |
| Anaphylaxis | Annually | x | x | Usually combined with BLS & AED training delivered by accredited training provider (preferred). Also available online via Blue Stream Academy |
| Fire safety | Two-yearly | x | x | At induction and updates using Blue Stream Academy |
| Infection prevention and control Level 1 | Three-yearly  | x |  | At induction and updates using Blue Stream Academy |
| Infection prevention and control Level 2 | Annually |  | x | At induction and updates using Blue Stream Academy |
| Information Governance and Data Security Awareness | Annually | x |  x | At induction and updates using Blue Stream Academy |
| Mental capacity and DOLS | Three-yearly | x | x | At induction and updates using the Blue Stream Academy (MCA) and (DoLS) |
| Resuscitation – Adult Basic Life Support Level 1 | Yearly | x |  | Using accredited training provider (preferred) available online using the Blue Stream Academy |
| Resuscitation – Adult Basic Life Support Level 2 |  |  | x | Using accredited training provider (preferred) available online using the Blue Stream Academy  |
| Resuscitation – Paediatric Basic Life Support Level 1 |  | x |  | Using accredited training provider (preferred) available online using the Blue Stream Academy |
| Resuscitation – Paediatric Basic Life Support Level 2 |  |  | x | Using accredited training provider (preferred) available online using the Blue Stream Academy |
| Safeguarding adults and children | Three-yearly | x | x | At induction and updates using the Blue Stream Academy:Safeguarding Adults [Level 1](https://hub.practiceindex.co.uk/courses#collapse_1008), [Level 2](https://hub.practiceindex.co.uk/courses#collapse_1061), [Level 3](https://hub.practiceindex.co.uk/courses#collapse_1258)Safeguarding Children [Level 1](https://hub.practiceindex.co.uk/courses#collapse_1030), [Level 2](https://hub.practiceindex.co.uk/courses#collapse_1034), [Level 3](https://hub.practiceindex.co.uk/courses#collapse_1035) |

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| --- | --- | --- | --- | --- |
| **Subject** | **Frequency** | Admin staff | Clinical staff | **Comments** |
| Chaperone awareness | Five-yearly | x | x | At induction and updates using Blue Stream Academy |
| Complaints management | Three-yearly | x | x | At induction and updates using Blue Stream Academy |
| Conflict resolution  | Three-yearly | x | x | At induction and updates using Blue Stream Academy |
| Equality and diversity | Three-yearly | x | x | At induction and updates using Blue Stream Academy |
| Health, safety and welfare | Three-yearly | x | x | At induction and updates using Blue Stream Academy |
| Moving and handling Level 1 | Three-yearly | X |  | At induction and updates using the Blue Stream Academy (non-clinical) |
| Moving and handling Level 2 | Two-yearly |  | X | At induction and updates using the Blue Stream Academy (Clinical) |
| Preventing radicalisation – Basic prevent awareness | Three-yearly | x | x | At induction and updates using Blue Stream Academy |
| Sepsis | Yearly | x | x | At induction and updates using the Blue Stream Academy |
| Whistleblowing | Two-yearly | x | x | At induction and updates using the Blue Stream Academy |

1. [Network DES Contract specification 2021/22](https://www.england.nhs.uk/wp-content/uploads/2021/03/B0431-network-contract-des-specification-pcn-requirements-and-entitlements-21-22.pdf) [↑](#footnote-ref-1)
2. [Cambridge Dictionary](https://dictionary.cambridge.org/dictionary/english/personal-development) [↑](#footnote-ref-2)
3. [RCN Training](https://www.rcn.org.uk/get-help/rcn-advice/training-statutory-and-mandatory) [↑](#footnote-ref-3)
4. [CQC GP Mythbuster 70: Mandatory training considerations in general practice](https://www.cqc.org.uk/guidance-providers/gps/gp-mythbuster-70-mandatory-training-considerations-general-practice) [↑](#footnote-ref-4)