

# Adopt & Configure your ESR to Enable Efficient Streamlining

## Webinar Questions & Answers

April 2019



It's your ESR

Category	Question	Answer
Competencies	How does an organisation that has created its own local UKONS SACT competencies transition to the new National UKONS in ESR?	<p><b>ESR Central Team</b> – The NHS Competence Bulk Replacement Process functionality enables an organisation to convert/update competencies against the learner from one type to another. More information is available on the User Manual <a href="#">here</a> (HSCN connection required) or contact your local <a href="#">ESR team</a>.</p> <p>If the organisation also uses competency requirements i.e. for position level, then they should also update the local competency with the national competency by raising a Service Request (SR) for the attention of the NHS Integration Team. They can also assist with a mass update of competencies for the employee if the bulk upload process above is not used.</p>
	What are the main competency frameworks available within ESR?	<p><b>ESR Central Team</b> - ESR maintains a full suite of National Competence Frameworks including the Core Skills Training Framework (CSTF), Care Certificate Framework (CCF), Knowledge and Skills Framework (KSF), National Occupational Standards (NOS), National Workforce Competencies (NWC), Educator (EDU) and an agreed set of Mandatory Competence labels (MAND) controlled by the OLM NSIG.</p> <p>Any nationally allocated competency will move with an employee as they move jobs around the NHS as part of the Inter Authority portable data set. This can help support regional streamlining initiatives by aligning employee statutory and mandatory training to nationally agreed frameworks.</p>

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	Who do we contact about national content accessed via ESR?	<b>ESR Central Team</b> - The e-Learning catalogue in ESR is maintained by the ESR central Team, a list of the courses and providers is available on our support Website <a href="#">here</a> , with details of content providers also recorded in the Supplier Field on the Offering, which can be viewed using the Learning Administration and Employee Self-Service URP. e-Learning for health are one of our biggest content providers and you can contact them directly via their general enquiries email <a href="mailto:enquiries@e-lfh.org.uk">enquiries@e-lfh.org.uk</a> or raise a service request with IBM.
	Are the SACT competencies national or local?	<b>ESR Central Team</b> - The new SACT competencies in ESR are National and can therefore be transferred via IAT where these are deemed acceptable by the new employer. More information about SACT is provided <a href="#">here</a> .
	With regards to CSTF competencies transferring between Trusts - were there any issues with Community trusts as their subjects vary slightly (e.g. manual handling in a patient's home is very different to using a sling and hoist in an inpatient unit)?	<b>NCL</b> - There were no specific issues highlighted as a result of community based staff. However, when the competency requirements were being reviewed alongside the training needs analysis, there were some local variances in terms of the audience required to complete training. However the learning outcomes remained broadly the same, but trusts have freedom to add any additional content to their training to make it fit for purpose.
	Do all of the NCL Trusts use OLM or are there any 3rd party systems used?	<b>NCL</b> - 7 out of 10 Trusts use OLM within North Central London. We also had 1 trust that was not using ESR or OLM at the inception of the project, however as of November 2018 that organisation rolled out ESR, which has been well received within the NCL community. One of the large teaching trusts within our patch has undertaken a commitment to go back to OLM, which supports the portability of data. A specialist trust within our patch is currently reviewing their learning management system and considering OLM as an alternative due to its improved functionality.

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<b>Applicant Access to ESR/ Passwords/IT</b>	Are there any plans to allow applicants to enter their bank details pre-hire?	<b>ESR Central Team</b> - As bank details are not able to be entered into ESR until they are hired, there is currently no mechanism to hold this information whilst at the applicant stage. We will continue to review this and if this becomes feasible we will investigate further.
	How and when are the email addresses recorded for applicants and how is this managed going forward?	<b>NCL</b> – Recruitment teams do record applicant email addresses in ESR, whether work or personal where the applicant is at the 'Offer Accepted stage'. The organisations then have a subsequent audit process to then record work email addresses once they are hired as employees.  <b>Walsall</b> - Email addresses are not held for applicants at Walsall who email the applicant their unique user name and password created as part of the ESR overnight auto create account process in their offer letter.
	Are there any times when you allow the applicant to start before their start date without mandatory training being complete?	<b>NCL</b> - The majority of trusts allow applicants to start work if non-compliant but the revised induction process that has been developed, expects all outstanding training to be completed on day 1. This component has not been introduced systematically across the whole of NCL, but it is hoped that by the end of 2019 the majority of trusts will have adopted the revised and modern approach to orientating staff into their trusts.  <b>Walsall</b> - New starters would only be allowed to start at the Trust without completing mandatory training in exceptional circumstances for example e-Learning content issues (although rare), however they would still need to be completed on day one.

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	Are there any issues with Smartcards being produced for applicants?	<p><b>ESR Central Team</b> - Smartcards are not associated at the applicant stage. Access using a Smartcard is only enabled once the applicant is hired to employee status. Therefore, applicants can access their Employee Self Service (ESS) Account using a Username and Password, either issued by the organisation or reset by themselves. The only exception is where the organisation has 'locked down' the ESS URP. This can be amended by the organisation raising an SR to have the URP unlocked. Doing this does not hinder the issuing or the associating of the smartcard for the employee at hire stage. The only difference is the employee will have to request Internet access over HSCN in the first instance. For more information contact your local <a href="#">ESR team</a>.</p>
	How do you facilitate IT on-boarding, i.e. providing network login and passwords as part of the induction process?	<p><b>NCL</b> – There are various approaches that have been adopted dependent upon the infrastructure across all the Trusts.</p> <p>At Camden and Islington NHS Foundation Trust, they create the IT accounts as the employee accounts are linked directly to position numbers prior to hire. However at Barnet Enfield and Haringey Mental Health Trust managers are asked to request new starter logins directly with IT, using a request form.</p> <p><b>Walsall</b> - e-Learning prior to Induction sits outside of our standard IT processes.</p>
	Has there been a solution on password reset outside of the N3 connection?	<p><b>ESR Central Team</b> - Learners have the ability to reset their passwords over the internet where they have forgotten their password. Currently if they lock their account by providing three incorrect passwords then they can only reset their password over HSCN. The ESR team is aware of this and is looking to amend the functionality to allow this.</p>

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	Will the Recruitment URP have the facility to reset passwords?	<b>ESR Central Team</b> - The Recruitment functionality does not have this capability. System access and password management is maintained using the Local HRMS Systems and User Administration or Local User Password Reset URP.
<b>Processes and Local Policy</b>	How did you get the requirement of e-Learning prior to starting passed Trust Board and Staff side?	<p><b>NCL</b> – The premise for all this work has been about improving the staff experience, creating flexibility and choice, whilst ensuring we modernise work practices to attract the future generation. This narrative is beneficial to the existing workforce as it provides the chance for staff to have greater flexibility and choice about when they undertake their MaST e-Learning training. The Chief Executives, HR Directors and trade unions all agreed that we have to modernise and take advantage of technology to provide the flexibility needed to support work life balance choices.</p> <p><b>Walsall</b> – The decision to undertake the learning prior to Induction was agreed by the CEO, Head of HR and the Learning and Development Manager. We have never had any questions arising from staff side.</p>
	Does either the STP or Walsall Hospital compensate staff for training completed prior to their start date?	<p>Compensating staff is a local decision.</p> <p>Neither Walsall nor NCL STP compensate staff for completing their training before their start date. The overarching view is that being competent prior to commencing work is a pre requisite. Please contact the organisations concerned for more information.</p> <p><b>NCL</b> – <a href="mailto:cherylsamuels@nhs.net">cherylsamuels@nhs.net</a></p> <p><b>Walsall</b> – <a href="mailto:emma.peabody@walsall.nhs.uk">emma.peabody@walsall.nhs.uk</a> or <a href="mailto:Karen.bendall1@walsall.nhs.uk">Karen.bendall1@walsall.nhs.uk</a></p>

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	<p>Before starting this programme, how did you persuade key senior stakeholders that implementing streamlining would lead to efficiency savings and ensure a safe workforce?</p>	<p><b>NCL</b> – In September 2017 a stakeholder event that aimed to present the case for change, present the evidence we had available, and to listen to the concerns the stakeholders had with the present system. This engagement event enabled us to get buy in and feedback and to be part of a system wide change.</p> <p><b>Walsall</b> – Streamlining has been embedded in our organisation for a number of years. This step was another part of the journey. It was implemented to improve the new starter experience and as they are ready to hit the ground running this has a positive impact on patient care and safety.</p>
	<p>Is there a webpage where good ESR practice is available?</p>	<p><b>ESR Central Team</b> - Examples of good practice and cases studies are available via the ESR website <a href="http://www.electronicstaffrecord.co.uk">www.electronicstaffrecord.co.uk</a> or Discover your ESR <a href="http://discover.esr.nhs.uk">discover.esr.nhs.uk</a>. The ESR Best Practice guides for both HR and OLM are available on the ESR KBase.</p>

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	How did you message the requirement about completing mandatory training prior to start date i.e. did you give them TOIL?	<p><b>NCL</b> – In North Central London, we agreed some standardised wording that now appears in all adverts, job offers and contracts. The wording was reviewed in line with the Capsticks guidance available on NHS Employers website. This was reviewed and turned into a standard statement that was reviewed and adjusted to provide a clear expectation. 9/10 Trusts have a clear statement that covers the IG issues associated with the porting of data via an IAT and sets an expectation to complete MaST. We realise this is a journey and over time the culture shift will occur and the messaging will inevitably change.</p> <p><b>Walsall</b> – In Walsall we agreed some standardised wording for job offers. Time of in Lieu was not considered as there is an expectation that all employees moving within the NHS should already be up to date with their mandatory training, it will only be if they are not fully compliant that they will need to complete any learning in their own time. For anyone new or returning to the NHS it is a pre requisite for joining the organisation.</p>
	Walsall, how did you get buy in to be able to defer a start date if mandatory training isn't completed before planned start date?	<p><b>Walsall</b> - This was agreed with the CEO as part of the organisational stance.</p>