NHS
Yorkshire
Ambulance Service
NHS Trust

Statutory & Mandatory Training Policy

Document Author: Non-Clinical Education Manager

Date Approved: March 2022

Document Reference	PO – Statutory & Mandatory Training Policy – March 2027
Version	V12.4
Responsible Director (title)	Executive Director or People and OD
Document Author (title)	Non-Clinical Education Manager
Approved By	People and Culture Group
Date Approved	March 2022
Review Date	March 2027
Equality Impact Assessed (EIA)	Yes
Document Publication	Internal and Public Website

Document Control Information

Version	Date	Author	Status (A/D)	Description of Change
1.0	30/09/08	CM Sharp	D	
2.0	18/11/08	CM Sharp	A	
3.0	01/04/10	CM Sharp	A	TNA Matrix Update
4.0	01/04/11	CM Sharp	A	TNA Matrix Update
5.0	01/06/11	CM Sharp	A	Review extension TEG
6.0	01/11/11	CM Sharp	A	Changes in YAS Governance
7.0	01/09/12	CM Sharp	A	TNA Matrix Update
8.0	01/04/13	CM Sharp	A	TNA Matrix Update
9.0	23/04/14	CM Sharp	A	Approved by SMG 23/04/14
10.0	09/09/15	CM Sharp	A	TNA Matrix update and amendment to compliance process
11.0	04/02/16	CM Sharp	A	TNA Matrix update, missing reference to SIRO and IAO
12.0	March 2022	Risk Team	A	Approved at TMG
12.1	July 2025	Risk Team	A	Extension approved in June 2025 People and Culture Group.
12.2	September 2025	Risk Team	A	Extension approved in September 2025 People and Culture Group
12.3	April 2026	Risk Team	A	Further extension approved in April 2026 TEG until September 2026. Spacing formatted throughout document.
12.4	November 2026	Risk Team	A	Further extension approved in November 2026 TEG until March 2027.
A = Approved D = Draft				
Document Author = Non Clinical Education Manager				
Associated Documentation: • Statutory and Mandatory Training Matrix				

Section	Contents	Page No.
	Staff Summary	4
1.0	Introduction	4
2.0	Purpose/Scope	4
3.0	Process	5
	3.1 Identification of Statutory and Mandatory Training needs	5
	3.2 Statutory and Mandatory Training Delivery and Recording - Initial Training	5
	3.3 Refresher Training	6
	3.4 Process for recording, reporting and management of Statutory and Mandatory Training compliance	7
4.0	Implementation Plan	7
5.0	Monitoring compliance with this Policy	8
6.0	Appendices	8
	Appendix A – Definitions	9
	Appendix B – Roles & Responsibilities	10

Staff Summary

The purpose of this policy is to ensure that there is a process for all Staff and Volunteers, whereby all statutory and mandatory training is identified, delivered, recorded and monitored
It defines what statutory and mandatory training is, the process of identifying, recording, reporting and the governance of statutory and mandatory training
It states the process of Training Needs Analysis, which identifies the initial and refresher training requirements for each role.
Every member of staff in substantive roles or employed via bank, as well as volunteers are responsible for ensuring they are compliant with the Statutory and Mandatory training requirements of their role.
All members of staff, volunteers, and their line managers, can access accurate and up to date records using their 'my compliance' portlet on their 'MyESR' dashboard.
The Line Manager is responsible for ensuring their staff and/or volunteers are booked on to, access and complete all their training requirements
Where staff or volunteers are required to attend a class-based training session, it sets out who is responsible for the administration, including communication of the details of training every individual in the administrators' area of responsibility has been arranged to attend
Where staff or volunteers are required to complete eLearning, this can be accessed using their 'my compliance' portlet on their 'MyESR' dashboard
Compliance reporting will be shared with Line managers, they must monitor their staff and/or volunteers' compliance, ensuring they are 100% compliant and take appropriate action to support them if their compliance falls below 100%.
The Line Manager is responsible for ensuring their staff and/or volunteers are booked on to, access and complete all their training requirements.
Associate Directors or Executive Directors will be informed of any persistent non-compliance (greater than 3 months out of date) of any staff within their Directorate and will take appropriate action to support Line managers and staff to become compliant.
YAS Academy will reserve the right to withhold any non-mandatory education and training provision until the employee has successfully attended and completed this requirement

1.0 Introduction

1.1 The Yorkshire Ambulance Service NHS Trust (YAS) is committed to providing a high-quality service to the communities it serves and recognises that statutory and mandatory training is of vital importance.

1.2 The Trust has a duty of care to ensure that staff and volunteers receive the relevant statutory and mandatory training for their job role in order to ensure their own, other staff, volunteers and patient safety.

1.3 This policy is designed ensure a consistent approach is taken to the provision, delivery and monitoring of Statutory and Mandatory Training.

1.4 YAS is fully committed to ensuring that all staff complete Statutory and Mandatory training in accordance with the requirements of their role, which meet legislative and regulatory requirements, As determined by the Trusts Training Needs Analysis (TNA)

2.0 Purpose/Scope

2.1 The purpose of this policy is to ensure that there is a process for all Staff and Volunteers, whereby all statutory and mandatory training is identified, delivered, recorded and monitored.

3.0 Process

3.1 Identification of Statutory and Mandatory Training needs

3.1.1 In order to identify the Statutory and Mandatory training needs of staff and volunteers, the Non Clinical Education Portfolio Governance Board (NCE PGB) will commission a Training Needs Analysis (TNA)

3.1.2 Training needs are determined by subject and service experts who consider:

- The risk to which staff and voluntary groups are exposed
- All relevant legislation and regulations.
- Changes to current working practices, job roles and organisational design
- Analysis of audits, complaints and incident information
- Results of external assessments such as those carried out by Care Quality Commission
- Needs resulting from new or revised legislation or NHS/recognised expert guidance on good practice, via Subject Matter Experts (SMEs)
- Methods of delivery deemed appropriate and why for each subject matter

3.1.3 The Training Needs Analysis (TNA) process facilitates the development of the annual training plan. This enables effective planning of Statutory and Mandatory training requirements and resources.

3.1.4 The training needs analysis will inform the training requirements for all existing staff.

3.1.5 Any new subjects or changes will be reviewed for approval by the Non-Clinical Education Portfolio Governance Board

3.1.6 Any new positions set up, will be identified by Human Resources ESR team and the Non-Clinical Education Manager and Education Records, KPI and Compliance Coordinator will allocate competency requirements based on the content of their Job Description and Personal Specification. Where any ambiguity is identified the discussion will be extended to include either one or both of the new starters line manager and subject matter expert.

3.1.7 Any new appointments that move into existing positions will automatically be awarded the Statutory and Mandatory requirements of the existing position.

3.2 Statutory and Mandatory Training Delivery and Recording - Initial Training

3.2.1 All new staff are required to undertake the Statutory and Mandatory training relevant to their position within the Trust (See Appendix B: Training Needs Analysis (TNA))

3.2.2 The Non-Clinical Education Manager is responsible for ensuring that there is a programme of update/refresher training available to all staff

3.2.3 Operational staff and Volunteers are booked onto initial core training programmes, by the relevant administration team, who will send the new starter confirmation of times and locations for the training.

3.2.4 A blended approach to delivery of Statutory and Mandatory training is incorporated into the Initial core training programmes. All other Statutory and Mandatory subjects are delivered via eLearning accessed on ESR

3.2.5 The administration team responsible for booking the learner to the initial core training programmes, are responsible for ensuring that the learners ESR records are updated at

the end of each completed programme

3.2.6 The Line Manager is responsible for ensuring their new starter is aware of what training they are required to do and by when. This must be communicated on the first day of local induction.

3.2.7 The Line Manager must ensure the new starter can demonstrate their ability to access ESR eLearning.

3.2.8 The line manager must monitor the compliance of the new starter. Ensuring they are 100% compliant by the end of their induction period. This must not be greater than three months from start date.

3.3 **Refresher Training**

3.3.1 All new staff are required to undertake update/refresher Statutory and Mandatory training relevant to their position within the Trust (See Appendix B Training Needs Analysis (TNA))

3.3.2 For all update/refresher training ESR notifications are sent directly, by email, to the member of staffs or volunteers email address registered by them in ESR, and to their line manager four months and one month, prior to expiry of training competencies.

3.3.3 All members of staff, volunteers and their line managers, can access accurate and up to date records using their 'my compliance' portlet on their 'MyESR' dashboard.

3.3.4 The Non-Clinical Education Manager is responsible for ensuring that there is a programme of update/refresher training available to all staff.

3.3.5 Operational staff and Volunteers are booked onto face-to-face update/refresher training programmes, by the relevant administration team, who will send confirmation of times and locations for the training to each member of staff

Staff Group	**Training Requirement**	**Administration**
A&E Operations	Moving and Handling Patients Basic Life Support Conflict Resolution Mental Health Level 2	A&E Scheduling and Resource Team
EOC	Basic Life Support Mental Health Level 2	EOC Training Team
IUC	Basic Life Support Mental Health Level 2	IUC Training Team
PTS	Moving and Handling Patients Basic Life Support Conflict Resolution Mental Health Level 2	PTS Scheduling Team
Volunteers – CFR	Moving and Handling Patients Basic Life Support Conflict Resolution Mental Health Level 2	CFR Resourcing Team
Volunteers - VCS	VCS Moving and Handling Patients Basic Life Support Conflict Resolution Emergency First Aid at Work	VCS Coordination Team

3.3.6 A blended approach to delivery of Statutory and Mandatory training is incorporated into the update/refresher training programmes. All other Statutory and Mandatory subjects are delivered via eLearning accessed on ESR

3.3.7 Where training is delivered by YAS Academy, the Academy administration team will ensure the learners ESR records are updated on successful completion of the programme.

3.3.8 Otherwise, where the training is undertaken outside the academy, the administration team responsible for booking the learner to the initial core training programmes, are responsible for ensuring that the learners ESR records are updated at the end of each completed programme

3.3.9 One exception is, Risk Management Training for Executive Directors and Non-Executive Directors is recorded within the action logs and minutes of the meetings. The Quality and Risk department are responsible for recording completion and monitoring compliance for this training.

3.3.10 The Line Manager is responsible for ensuring their staff and/or volunteers are booked on to, access and complete all their training requirements. The line manager must monitor the compliance of their staff and/or volunteers ensuring they are 100% compliant and take appropriate action to support them if their compliance falls below 100%.

3.3.11 Individuals and Line managers are also required to identify update requirements within the Personal Development Review process

3.4 Process for recording, reporting and management of Statutory and Mandatory Training compliance

3.4.1 All the Trusts training programmes that are associated with the Training Needs Analysis are set up on ESR by YAS Academy or associated administrators. Bookings are placed on ESR and attendance and compliance is monitored through the reporting functionality of ESR

3.4.2 YAS Academy are responsible for the administration of training records, including monitoring the quality of recording of statutory and mandatory training from non-Academy administration teams.

3.4.3 YAS Academy, as directed by the NCE PGB, will use ESR reporting to inform individual Line managers of any non-attendance and the expectation that outstanding Statutory and Mandatory should be completed in line with the timeframes detailed in the Training Needs Analysis.

3.4.4 Associate Directors or Executive Directors will be informed of any persistent non-compliance (more than 3 months out of date) of any staff within their Directorate. YAS Academy will reserve the right to withhold any non-mandatory education and training provision until the employee has successfully attended and completed this requirement. Where there is evidence to suggest this is out of the learners control, using the Learning and Development Approvals panel process, this can be appealed against.

4.0 Implementation Plan

4.1 The latest approved version of this Policy will be posted on the Trust Intranet site for all members of staff to view. New members of staff will be signposted to how to find and access this guidance during Trust Induction'

5.0 Monitoring compliance with this Policy

Standard	Monitor
Training Needs Analysis	The process commissioned annually, by the Non-Clinical Education Portfolio Governance Board (NCE PGB). It identifies the learning required to mitigate risk and ensure staff, volunteers and the public health, safety and wellbeing are protected.
Annual Training Plan	Developed by YAS Academy, Reviewed and agreed at NCE PGB Signed off by the Trust Executive Group
Recording of Attendance	YAS Academy will monitor the accuracy and quality of the recording of attendance by other administration teams
Statutory and Mandatory Training Compliance	YAS Academy will set up ESR to ensure all subjects within the TNA can be recorded accurately YAS Academy will work with Business Intelligence (BI)Team to define and produce regular and frequent reports that will be disseminated as agreed with NCE PGB YAS Academy will report compliance data at NCE PGB on a monthly basis and act on recommendations and directives agreed Line managers and individual staff are responsible for monitoring and managing their own/teams compliance using their ESR dashboard A bundle of Core Statutory and Mandatory subjects, as agreed by NCE PGB, will be used as an organisational barometer of compliance. Compliance reports will be provided to the Trust Management Group (TMG) on a quarterly basis and scrutinised by the Quality Committee as part of the overall performance reporting process.
Process for following up non-attendance	YAS Academy will monitor attendance and completion of all Statutory and Mandatory Training. The Academy will inform the administration team responsible for allocating bookings of all non-attendance. It is the responsibility of the administration team to ensure the non-attendee and their line manager are made aware of the non-attendance and the details of when they have been rebooked. Persistent non-compliance (greater than 3 months) will be escalated to will inform Associate Directors of non-compliant staff in their directorate, who will take appropriate action to ensure the member of staff attends at the earliest opportunity.
Process for coordinating training records	The Non-Clinical Education Manager is responsible for the effective management of training records.

6.0 Appendices

6.1 This Policy includes the following appendices:

Appendix A – Definitions
Appendix B – Roles & Responsibilities

Appendix A – Definitions

Concept	Definition
Statutory training	is required by law and enforced by government legislation, or a statutory body, such as the Care Quality Commission, which has instructed the organisation to carry out training to meet legislative requirements.
Mandatory training	is a requirement determined by the Trust or regulatory body. Mandatory training falls into two sections: Core Mandatory Training for ALL staff and Voluntary groups Role specific Mandatory Training is determined by the Training Needs Analysis
Training Needs Analysis (TNA)	is the process, undertaken by subject and service experts. A TNA is the process of identifying the knowledge, skills and behaviours required to support individuals to practice safely and effectively for all positions in the Trust.
Non-Clinical Education Portfolio Governance Board (NCE PGB)	The Trusts Governance group with responsibility for administering all statutory and mandatory training requirements
Electronic Staff Register (ESR)	The System used for the management and reporting of all statutory and mandatory training

Appendix B – Roles & Responsibilities

The Trust Board

- Is accountable for ensuring compliance with legislation and policy requirements and has overall responsibility for ensuring that staff are compliant with Statutory and Mandatory training requirements.
- Ensures that Statutory / Mandatory training is included in the strategic plans for the organisation.
- To ensure that the policy is applied throughout the Trust
- To review statistical data and trends from quarterly reports and act on subsequent recommendations from the Executive Director of Workforce and Organisation Development
- To regularly review the effectiveness of the policy, in consultation with staff side representatives
- To enable staff to receive Statutory and Mandatory training "during working hours" with protected time, cover arrangements and appropriate funding.

Director of People and Organisational Development

- Has executive responsibility for the provision of Statutory/Mandatory training service.
- Is accountable to the Trust Board to ensure that this policy is communicated and to monitor its implementation across the Trust.

Non-Clinical Education Portfolio Governance Board

- Will commission the Annual Training Needs Analysis process
- Will review any new requirements or changes to existing training
- Will approve the annual training plan
- Will direct the process in which compliance for statutory and mandatory training is monitored and managed

The Deputy Director of Quality and Nursing

The Deputy Director of Quality and Nursing is responsible for the provision of Risk Management Training to Board Members and Senior Management.

YAS Academy

YAS Academy is responsible for ensuring there is a system in place to Define, deliver and monitor Statutory and mandatory training.

YAS Academy is also responsible for:

- Identifying the most effective methods of Statutory and mandatory training delivery and investment implications
- Reviewing the Statutory and Mandatory training policy in line with, organisational instruction, changes in legislation or national policy
- Ensuring that communication of the Statutory and Mandatory Training Policy is disseminated throughout the Trust
- Providing information regarding dates, venues and further details of Statutory and Mandatory Training and circulate these widely within the organisation
- Maintaining current and accurate records of completion of statutory and mandatory training using ESR
- Undertaking regular audits on training compliance (attendance and non-attendance) and forwarding reports and concerns to the appropriate governance committees.
- Monitoring and evaluating training feedback, coordinating return of feedback from evaluation forms to the relevant speakers and advise action to be taken where

appropriate.

Subject Experts and Service Experts

- Subject and service experts are responsible for identifying any changes brought about through organisational instruction, changes in legislation, national policy, regulatory or Statutory bodies.
- They shall work with YAS Academy to ensure that subjects are reviewed as part of the training needs analysis review
- Meet with YAS academy on a regular basis to monitor and manage their areas of responsibility.

Line Managers

The Line Manager is accountable ensuring that their staff are compliant in relevant statutory and mandatory training. This means the Manager must ensure completion of statutory and mandatory training requirements is prioritised over all other training in order to comply with this policy.

The Line Manager is also responsible for:

- Reviewing reports for compliance and non-attendance of staff within their areas of responsibility and implement action where necessary
- Ensuring staff within their area of responsibility are advised of the statutory and mandatory training requirements for their role, as identified within this policy
- Investigating non-attendance of their staff and ensuring attendance at the next appropriate session where possible.
- Ensuring individual staff training records and personal development plans are accurate and up to date

The Individual Employee

- Regularly review their ‘my compliance’ portlet on their ESR dashboard, to ensure they’re fully compliant with the statutory and mandatory training requirements for their role.
- The Individual employee/volunteer is required to attend/undertake statutory and mandatory training, ensuring they have obtained approval form their manager to be away from the workplace.
- If unable to attend planned training, inform their line manager and the relevant administration team at the earliest opportunity and arrange a further date within the required timescale