Competence Requirements and Learning Automatic Subscription and Enrolment

Introduction

This fact sheet covers the use of competence requirements, and the Learning automatic subscription and enrolment process for learning in ESR.

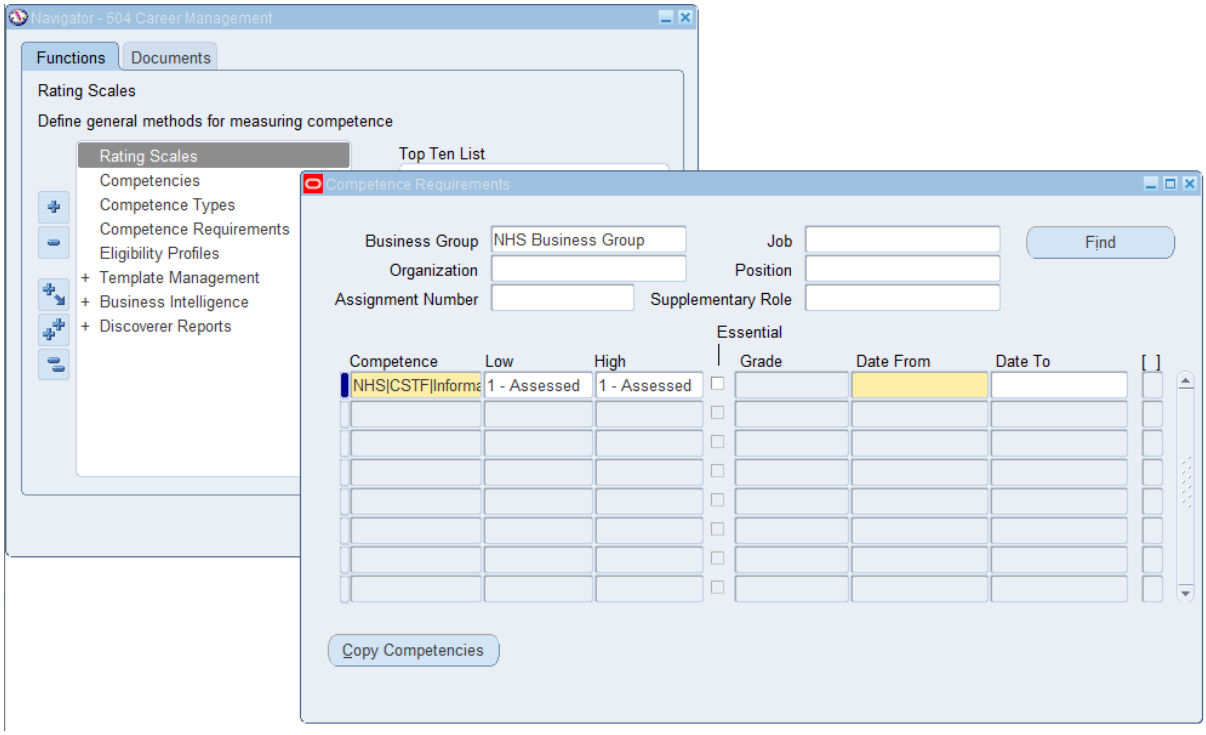
Managing competencies and competence requirements correctly has a direct impact on key areas of functionality such as:

- Learning Automatic Subscription and Enrolment
- Competence Requirements panel on Learner Homepage
- Self Service Compliance and Competency forms

Competencies set as requirements must match with the competencies added to learning events for Learning Automatic Subscription and Enrolment and Find Learning to work correctly.

Competence Requirements

Created using the Career Management User Responsibility Profile (URP)



Competence Requirements are updated via a centrally run overnight process, with any changes available the following day.

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Cascading of Requirements

Level	Competency
Business Group	Requirements will be inherited by all positions
Organisation	Inherited by positions within the selected Organisation only, they are not cascaded through the organisation hierarchy
Job	Inherited by any positions with the selected Job defined in the Organization and Job section of the Position Details
Position	Requirements defined at position level are unique and are not cascaded
Supplementary Role	Employees who have the supplementary role against their person record. No requirements are inherited or cascaded.
Assignment	Requirements defined at assignment level are unique and are not inherited from requirements set at any other level.

Please not the following:

- **Competencies set at Business Group cannot be removed at position level.**
- **Competencies set at a higher level Organisation in an Organisation hierarchy will not cascade to all Organisations beneath.**

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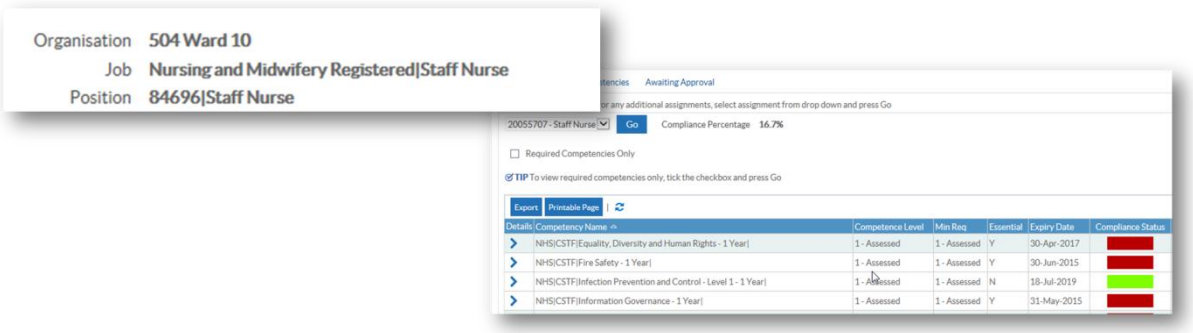
Competency requirements are set as follows

Level	Value	Competency
Business Group	NHS Business Group	NHS|CSTF|Fire Safety - 1 Year|
Organisation	504 Ward 10	NHS|CSTF|Equality, Diversity and Human Rights - 1 Year|
Job	Nursing and Midwifery Registered|Staff Nurse	NHS|CSTF|Infection Prevention and Control - Level 1 - 1 Year|
Position	84696|Staff Nurse	NHS|CSTF|Information Governance - 1 Year|

User View



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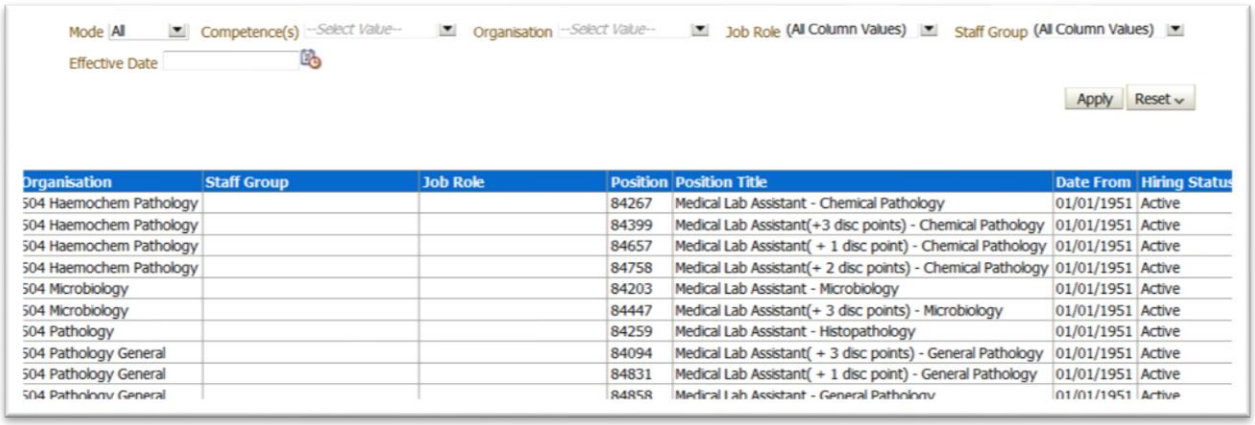
Auditing Competence Requirements

Compliance Dashboard - Positions Without Requirements

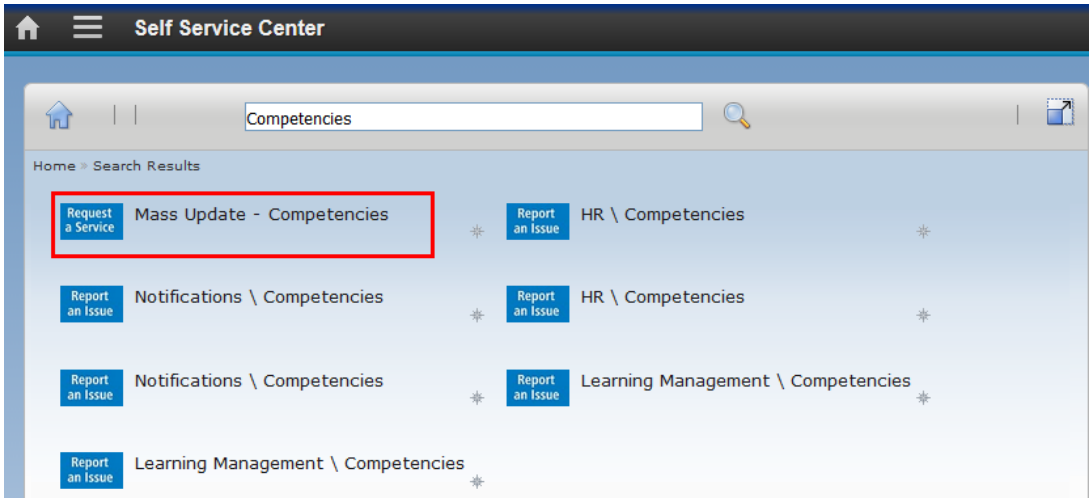
This returns all positions that do not have a competency requirement defined. The parameters allow the display of positions without specific or multiple competencies.



Organisation	Staff Group	Job Role	Position	Position Title	Date From	Hiring Status
504 Haemochem Pathology			84267	Medical Lab Assistant - Chemical Pathology	01/01/1951	Active
504 Haemochem Pathology			84399	Medical Lab Assistant(+3 disc points) - Chemical Pathology	01/01/1951	Active
504 Haemochem Pathology			84657	Medical Lab Assistant(+ 1 disc point) - Chemical Pathology	01/01/1951	Active
504 Haemochem Pathology			84758	Medical Lab Assistant(+ 2 disc points) - Chemical Pathology	01/01/1951	Active
504 Microbiology			84203	Medical Lab Assistant - Microbiology	01/01/1951	Active
504 Microbiology			84447	Medical Lab Assistant(+ 3 disc points) - Microbiology	01/01/1951	Active
504 Pathology			84259	Medical Lab Assistant - Histopathology	01/01/1951	Active
504 Pathology General			84094	Medical Lab Assistant(+ 3 disc points) - General Pathology	01/01/1951	Active
504 Pathology General			84831	Medical Lab Assistant(+ 1 disc point) - General Pathology	01/01/1951	Active
504 Pathology General			84858	Medical Lab Assistant - General Pathology	01/01/1951	Active

Assistance from NHS Central Team

Request a new service assistance in updating Competence Requirements.



Note - Where an organisation is requesting both a competence history load and a competence requirements load, it is recommended to request the competence history load first. This will ensure that a learner is not unnecessarily subscribed/enrolled onto learning when their competence requirements are assessed against their existing competence profile.

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Learning Automatic Subscription and Enrolment

Learning Automatic Subscription and Enrolment will attempt to enrol or subscribe learners onto learning objects which has competencies with it to meet their competence requirements e.g. Classes and Learning Certifications.

Triggers

The process runs based on the following triggers:

- Changes to the Person or Assignment Record
    - Person (Employee or Applicant at Offer Accepted) – Add Supplementary Role
    - Applicant – change of Application status to Offer Accepted
    - New Hire – new employee assignment (primary or secondary)
    - Hire Applicant – new employee assignment (primary or secondary)
    - Employee Assignment Changes
        - Position
        - Organisation
        - Job
- Change in Competence Requirements at any level
- Competence - 30 days or less to expiry

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Competence Requirements and Learning Automatic Subscription and Enrolment

How the Process Works

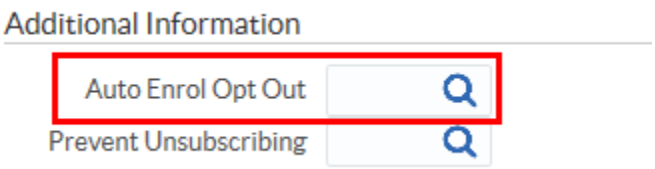
When a triggering event occurs the following will happen:

- Any person affected by the triggering event will have all of their outstanding competence requirements assessed.
- Any that are already going to be met by existing subscriptions / enrolments will be skipped.
- For each of the remaining requirements a search will be carried out to find the learning objects that will meet the competence requirement, and will take account of:
    - Any opt outs defined at the Trust Level or against the individual learning objects being searched.
    - Learner Access restrictions
    - Course prerequisites
- Where an object has been opted out, the learner does not have access to the course, or does not meet the restrictions then these will be removed from the options available.
- Each available option found for the person will be captured to enable reporting.

Note: This process runs throughout the day

Note: By default all Learning Catalogue objects are included in the process. It is possible to change this in the Organisation Trust Level Settings. It is recommended that this is not changed as this is not managed by Learning Administrators.

Individual Catalogue objects can be removed from the process by changing the Auto Enrol Opt Out setting.



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Rules

- Enrolment will only occur where there is ONE suitable option found that will award the competency. This must be a Learning Path, a Learning Certification, or a Course with a single e-Learning Class.
- Where a person is subscribed to a Learning Certification they will also be enrolled onto each associated course that consists of a single e-Learning class.
- Where a person is subscribed to a Learning Path they will also be enrolled onto each course where the following is true
    - The component containing the course is part of a section that is defined as 'All Components Mandatory'
    - The course in the component consists of a single e-Learning class
- Where a Learning Certification contains more than one course and each course is made up of a single e-Learning class then the learner will be subscribed and enrolled on each course.
- Where a Learning Certification has options for completion or contains classroom based offerings then the learner will be subscribed but will have to enrol on to the associated class(es).

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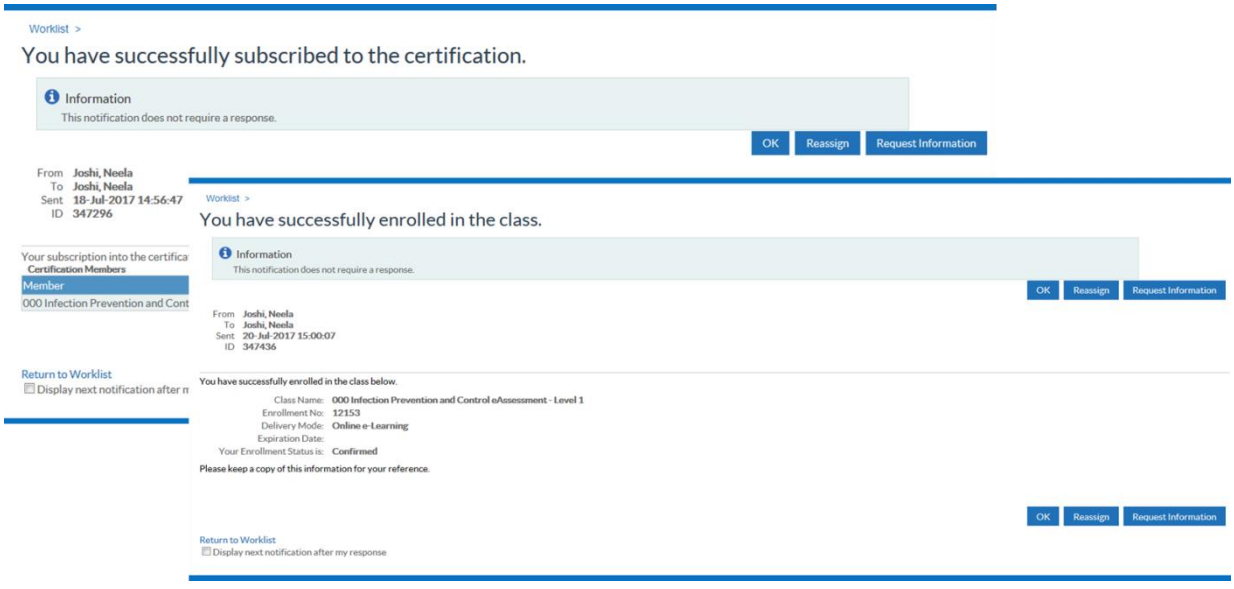
Notifications

- Where learners are successfully subscribed/enrolled by the process they will receive standard learning notifications.
- All Learners, who have been processed and who still have outstanding requirements not met by current enrolments, will be sent a notification to prompt them to review their compliance status.
- A person will receive a notification where the following is true:
    - They have been identified by the automatic learning enrolment process
    - They have outstanding Competence Requirements not met by current enrolments (including any auto enrolments carried out by the process).
    - Their person record is linked to an active ESR user account.

Example Notifications are displayed below:

Subscribed and enrolled by the Automatic Subscription and Enrolment Process



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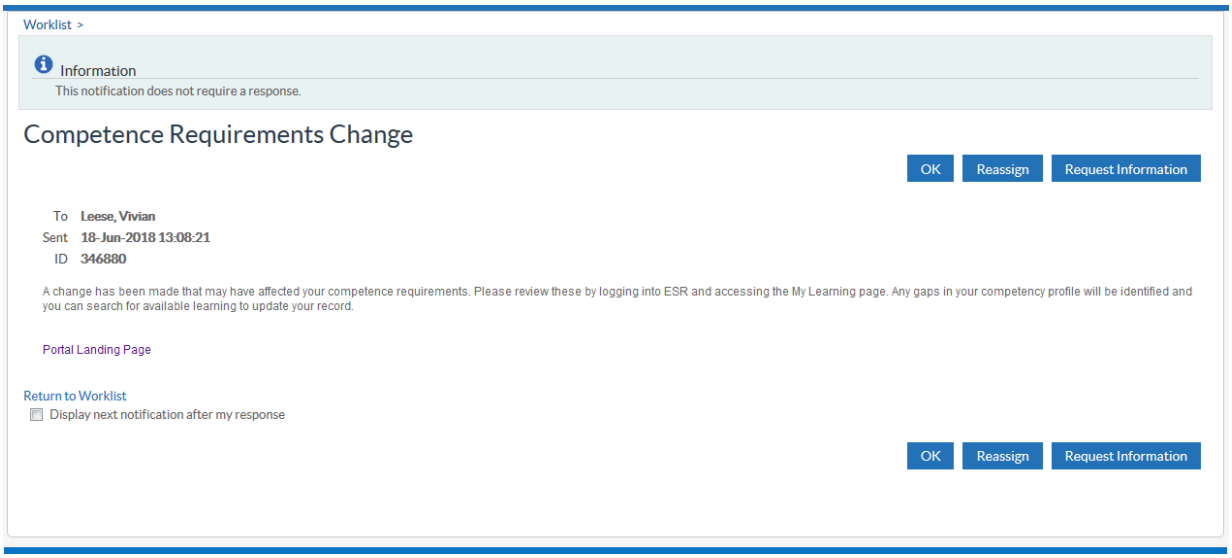
Change in Competence Requirements not met by current enrolments



Competency Expiry Notifications

- The automatic learning subscription and enrolment process will also take place as part of the Expiry Notification functionality.
- As part of the 1 month and short notice expiry events the automatic learning enrolment process will perform a Competence Assessment on the employee, however only the Competence expiring will be checked and available learning events identified to renew this.
- In the following scenarios the existing 1 month notification and short notice notification sent to the employee would be updated to include the available options to regain the Competence.
- If the person is already enrolled in learning that will award the expiring Competence, then the Competence Assessment is not required and will not be performed.

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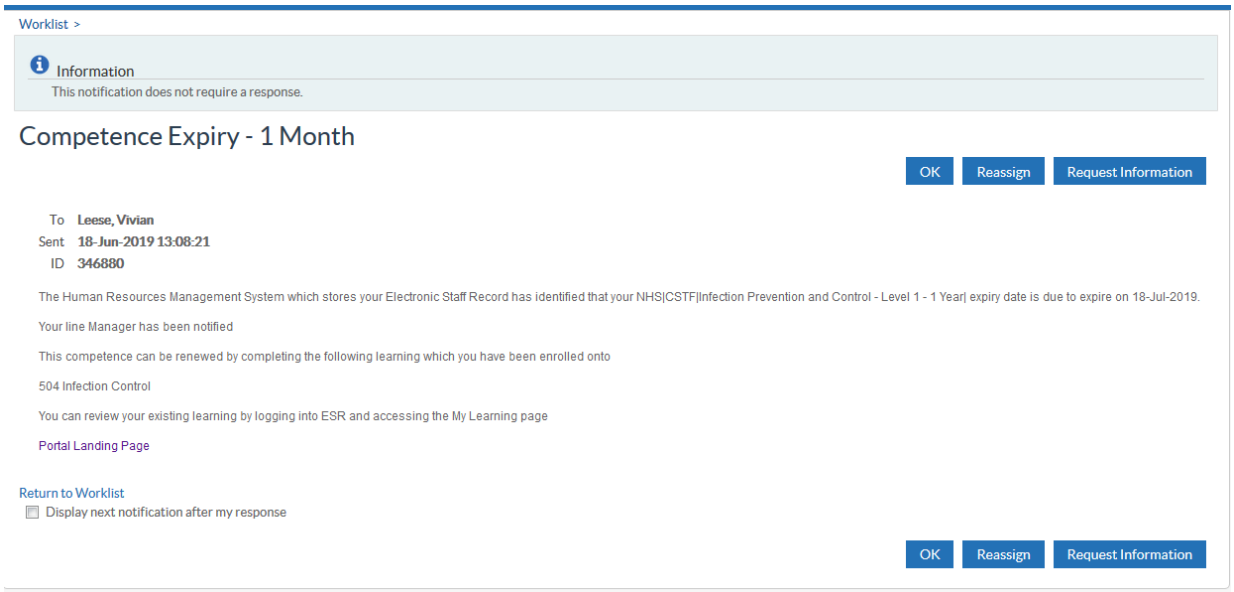
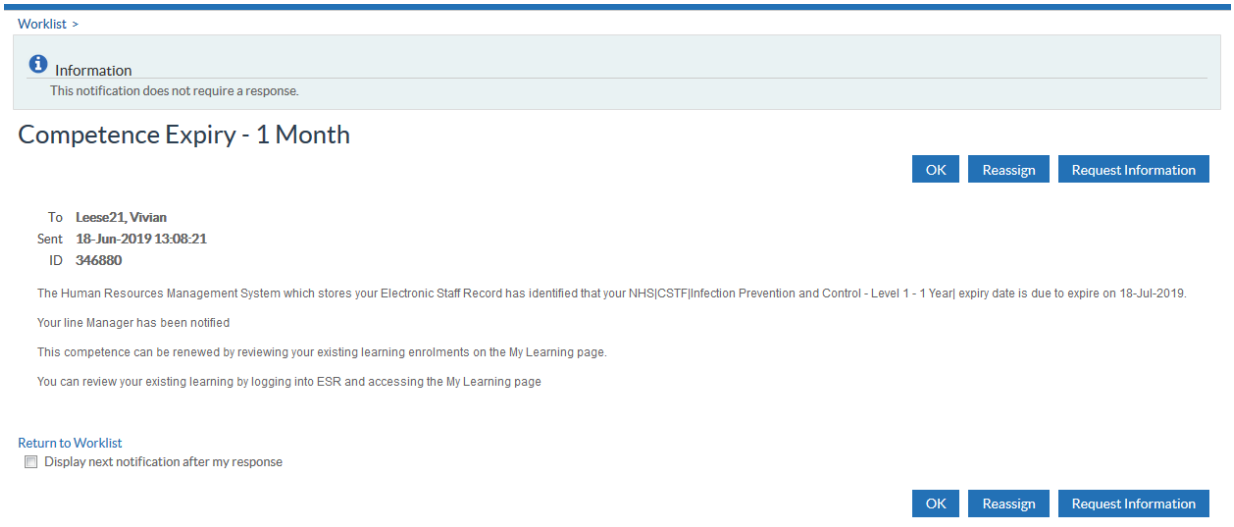
Learner enrolled by the process



Learner already enrolled on required learning



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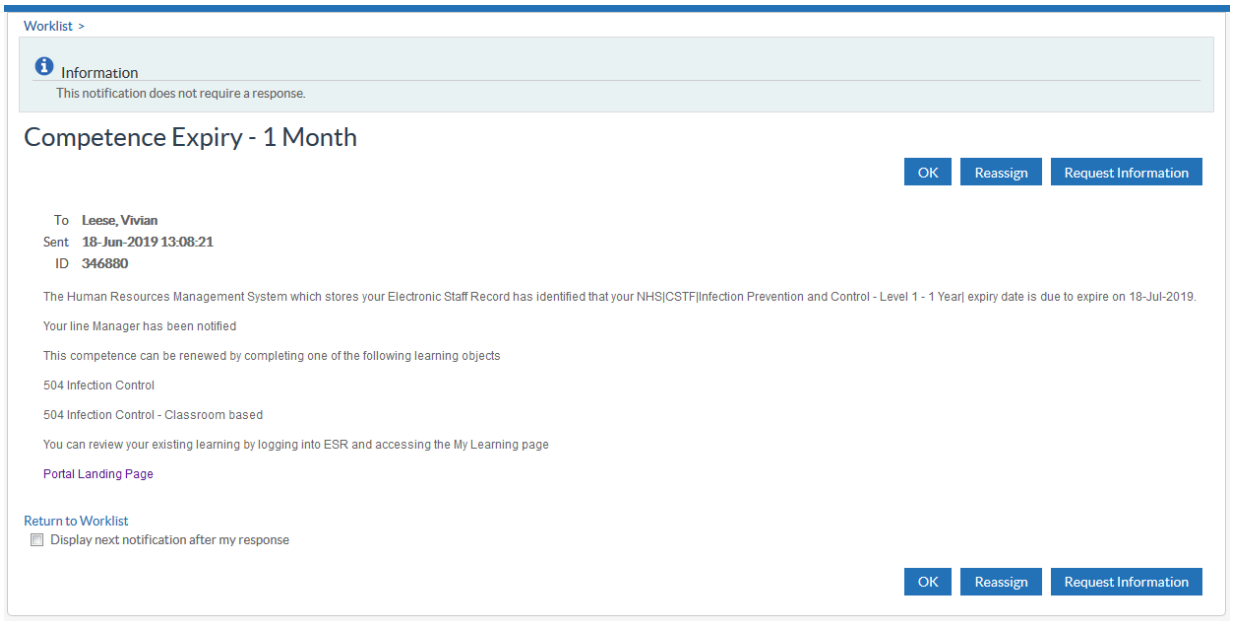
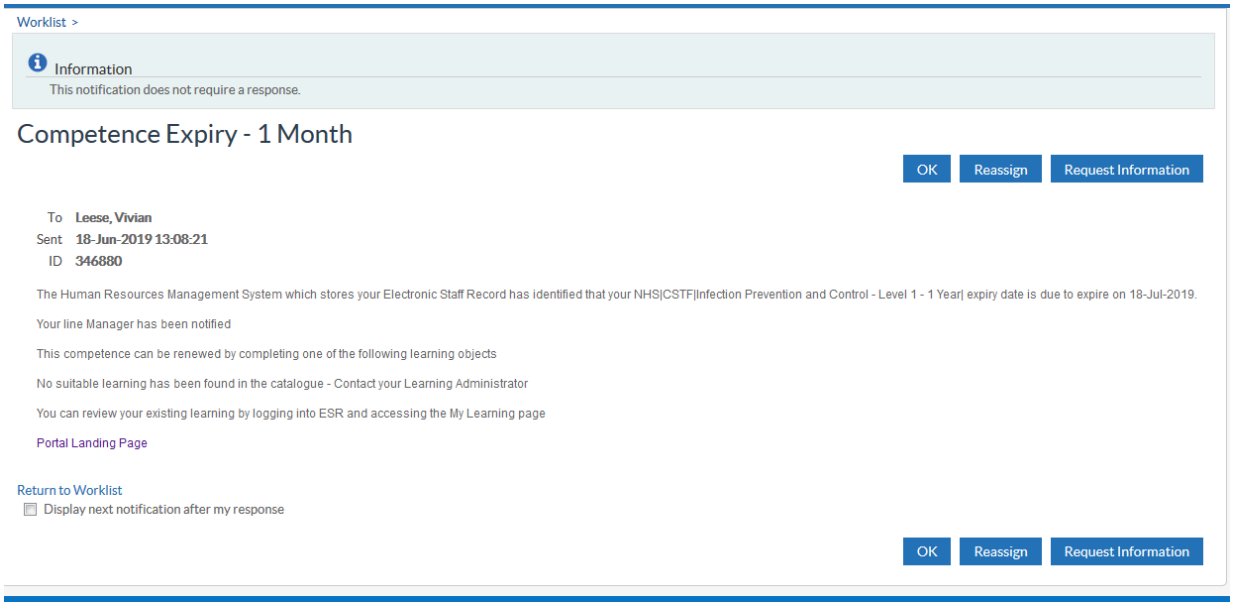
Options available to complete



No learning available



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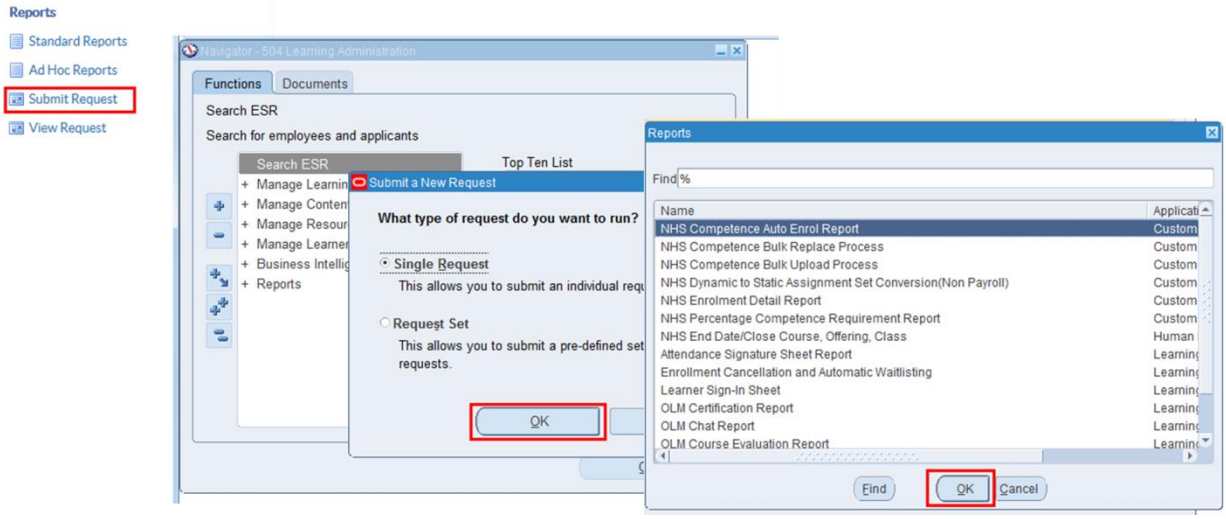
Learning Certifications Report

- All auto subscription and enrolment activities can be reported on using the NHS Competence Auto Enrol Report.
    - Submit periodically to see the action taken by the auto subscription and enrolment process or to investigate issues
- Issue types are categorised by
    - Auto Enrolled
    - No User Account
    - No action required
    - Outstanding Requirements with no learning available
    - Outstanding Requirements with learning available

Viewing the Report



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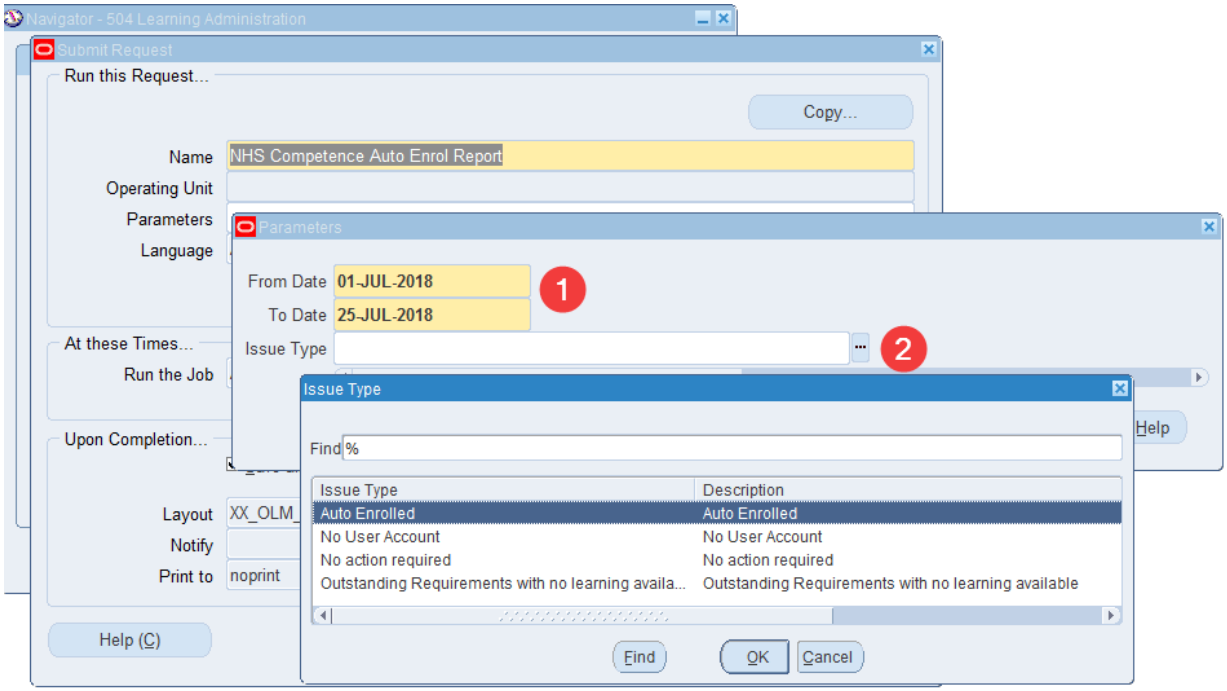
July 2019

It's your ESR

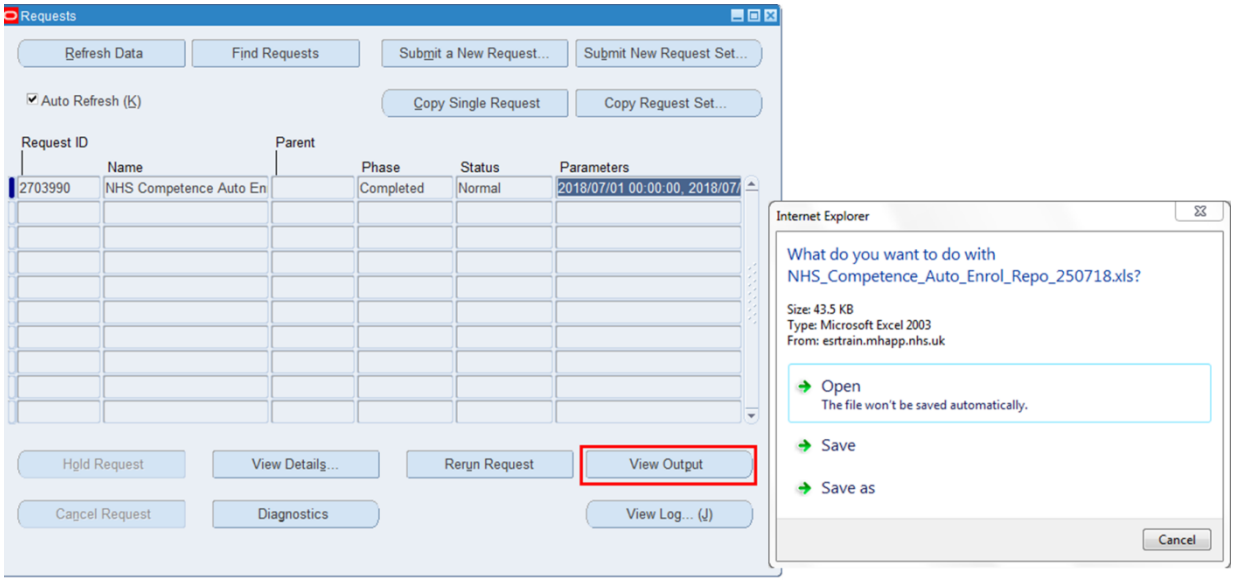
Parameters



1 – Enter the dates for the range that you wish to report on

2 – Select issue type or leave blank to see all values

Viewing the Report



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Example Messages

Competence	Learning Object	Learning Name	Issue Type	Message Type	System Message
NHS|CSTF|Infection Prevention and Control - Level 2 - 1 Year|	Already Enrolled		No action required	Current enrolments will meet outstanding requirements	Already enrolled in a learning option that will provide this competence.
	Person Missing User Account		No User Account	Added back to queue for re-processing	
NHS|CSTF|Infection Prevention and Control - Level 1 - 1 Year|	Certification Enrolment	504 Infection Control	Auto Enrolled	Auto subscribed onto certification 504 Infection Control to meet this requirement	
NHS|CSTF|Infection Prevention and Control - Level 1 - 1 Year|	Cert Class Booking	000 Infection Prevention and Control eAssessment - Level 1	Auto Enrolled	Auto enrolled onto class 000 Infection Prevention and Control eAssessment - Level 1 to meet this requirement	You have successfully enrolled in the class.
NHS|CSTF|Fire Safety - 1 Year|	No Available Learning		Outstanding Requirements with no learning available	No learning objects are available to meet this requirement	
NHS|CSTF|Infection Prevention and Control - Level 1 - 1 Year|	Course	504 Infection Control - Classroom	Outstanding Requirements with learning available	Learner can enrol on course 504 Infection Control - Classroom to meet this requirement	Single learning option available for this competence requirement.

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