

Electronic Staff Record

ESR Learning Management - Amending Competencies

Introduction

The [Core Skills Training Framework](#) (CSTF) is a national initiative that sets out minimum learning outcomes, frequency of refresher training and links to relevant legislation or expert guidance. It can be used by any healthcare employer in the UK including NHS, independent and voluntary providers. Statutory and mandatory training becomes portable between employers and skills can be passported between healthcare providers. The data is transferred between NHS employers via the ESR Inter Authority Transfer (IAT) and Multiple Employer Competence Update processes. This enables staff to move between employers without the need to duplicate training, as per the national [Enabling Staff Movements](#) programme.

The following pages have been pulled together to support organisation when changes are required in ESR.



What is 'Assessed'

The CSTF competences in ESR have the following proficiency levels associated:

- 0-Not Assessed
- 1-Assessed

These levels confirm if the training provided was assessed or not. Assessment of training is not specific to e-learning tests. Assessment could be successful completion of workbook, instructor/trainer observation, practical assessment etc.

All NHS England e-Learning for Healthcare Statutory and Mandatory Training content is aligned to the CSTF and is assessed (via e-learning tests) and should therefore be recorded in ESR as a '1-Assessed' competence level.

Do I need to make changes?

If you use the NHS England Statutory and Mandatory e-Learning available on ESR, or any other platform, and use the CSTF Interface to transfer competence information into ESR, then the level assigned to competences achieved is 1-Assessed. You will also need to update settings if the method used to award competences on any training is assessed based on the above definition.



Where do I need to make changes?

CSTF Competence Proficiency Levels in ESR are applied to:

- Certifications / Courses / Learning Paths
- Competence Requirements (Business Group / Organisation / Job / Position / Assignment / Supplementary Role)
- Competence Profiles of individual learners
- Inter Authority Transfer
- Multiple Employer Competence Update

Review the current competences inc. version used, refresher periods and levels being recorded on completion of training in ESR using the following reports:

- [ESR BI > NHS Compliance Dashboard > Competency Profile](#) confirms competences and levels held by learners on their Competence Profile
- [ESR BI > NHS Certifications Analysis Dashboard > Certification Details](#) confirms competences and levels associated to Certifications
- [ESR BI > NHS Learning Administration Dashboard > Course Listing](#) confirms competences and levels associated to Courses

If you need to make changes:

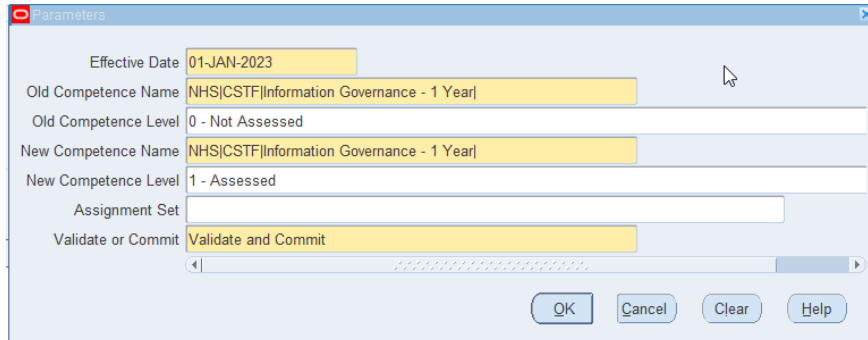
1. Decide on an effective date of the changes. Use the same date for all changes to ensure consistency and maintain accurate reporting of training. NB: Using a date in the past will prevent unnecessary notifications being generated.
2. Update the competence details in your ESR Learning Management catalogue items to the same as the changes you are making.



Where do I need to make changes?

3. Change Competence Profiles for all learners that currently have the previous competence name/ level/ refresher periods. You can use the [Bulk Replace](#) request locally (see following example) to make this change (again, remember to use the effective date in step 1) or raise an SR to use the Mass Update service.

Example of Bulk Replace selections:

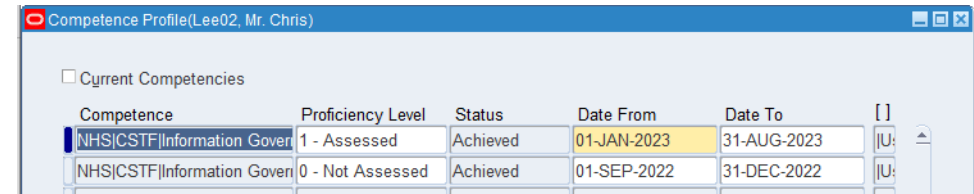


The screenshot shows a 'Parameters' dialog box with the following fields:

- Effective Date: 01-JAN-2023
- Old Competence Name: NHS|CSTF|Information Governance - 1 Year|
- Old Competence Level: 0 - Not Assessed
- New Competence Name: NHS|CSTF|Information Governance - 1 Year|
- New Competence Level: 1 - Assessed
- Assignment Set: (empty)
- Validate or Commit: Validate and Commit

Buttons at the bottom: OK, Cancel, Clear, Help.

Creates a Competence Profile Record as follows:



The screenshot shows a 'Competence Profile(Lee02, Mr. Chris)' window with a table of records:

Competence	Proficiency Level	Status	Date From	Date To	
NHS CSTF Information Govern	1 - Assessed	Achieved	01-JAN-2023	31-AUG-2023	[U]
NHS CSTF Information Govern	0 - Not Assessed	Achieved	01-SEP-2022	31-DEC-2022	[U]

Consideration: The Bulk Replace gives organisations autonomy. Alternatively, the Mass Update service will enable you to add the new competence while the existing competence is in place. Then end date the previous competence separately.

4. Run [ESR BI > NHS Compliance Dashboard > Position Competency Requirements](#) report to identify where current Competence Requirements are recorded. You can use the 'Competence Framework' prompt on this report to filter to 'CSTF' competences only. You will need this report to identify where changes need to be made either manually (for Business Group and Supplementary Role) or using the free [mass update service](#) (Position etc.). Remember, when making the change, to use the effective date as per step 1.

The above process applies to changing Competence Name, Levels and/or Renewal Periods.



Further considerations

[Stat/Mand Competencies Ntf Role Holders](#) currently receive workflow notifications that require action. The notifications detail all existing in-date competences held by your applicants before their hire date. The role holder can then accept or edit the competences from a previous NHS employer. Edits include the Competence Levels and End Dates. It is therefore important that the role holders are aware of changes at your organisation to ensure they make the right selection from the notification.

[Multi-Employer Competence Update](#) role holders receive workflow notifications that also require action. The notifications detail all existing in-date competences held by your existing workforce who have live applicant/employment records in other NHS organisations and update their national competence with their other NHS employer. This notification is not editable. The role holder must either accept or reject the competences as they are. If the Competence (Renewal, Version or Level) in the workflow notification is different to the one used by your organisation, the role holder will need to either:

- Accept the competences in the workflow notification and amend the competence profile manually
- or
- Reject the competences in the workflow notification and add all the relevant competences and levels into the competence profile manually

NB: If the if the role holder rejects the workflow notification and adds the competences manually but doesn't also manually update the Additional Competence Element Details DFF (i.e. Awarding Organisation, Date Last Awarded etc.), the additional data from the previous employer will be lost.



Benefits of using the same Proficiency Level

All organisations are advised to use the refresher periods as recommend in the National Core Skills Training Framework. And use Level 1-Assessed where the training is assessed by any method.

This will:

- Remove unnecessary notifications generated to employees and managers where they may have competences at both 0 - Not Assessed and 1 - Assessed levels.
- Prevent the Learning Auto Subscription and Enrolment process from assessing employees when a competence at one level is expiring ensuring that no unnecessary notifications are generated.
- Ensure that Competence Requirements are displayed correctly to employees and managers with no misleading guidance as a competence at one level is due to expire.
- Allow Stat and Mand Role Holders to accept competences transferred without the need to edit first.



If you have any questions regarding the use of CSTF competence levels in ESR, contact your regional [Functional Account Manager](#)