# Electronic Staff Record

ESR Learning Management Shared Training Centres

Overview

Shared Training Centre (STC) functionality allows an organisation to act as a host supplier of training for a number of other organisations, in a Provider/Customer relationship. STCs are set up between groups of organisations within ESR. One organisation agrees to act as a Training Provider, providing certifications, courses and other learning items to one or more Customer organisations. By entering an organisation's name as a Shared Training Provider the Customer organisation/s are agreeing that certain employee details will be available to the Provider organisation to enable them to enrol staff on to training courses.

Each Customer organisation agrees to accept training from the Provider. Only where this reciprocal agreement is in place (where the Provider names the Customer as a Customer and the Customer names the Provider as a Provider) will this sharing of data take place.
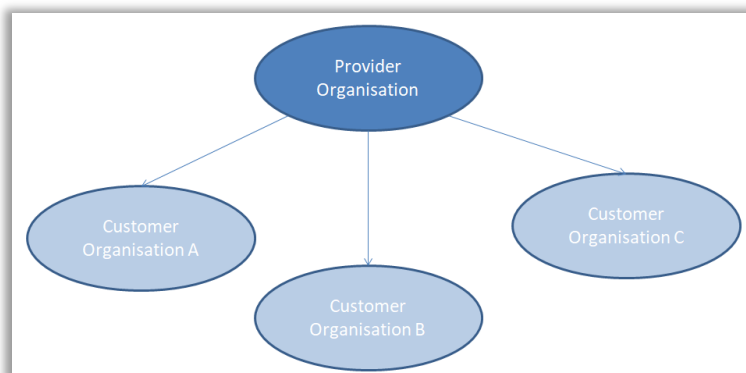
An organisation can be involved in any number of shared arrangements at any one time and in each arrangement may be acting as either the supplier or receiver of the training.
This is a flexible arrangement, controlled by the organisations involved, and the agreement can be terminated at any time by either the Provider or Customer(s).

Benefits

- Organisations will only have to maintain one learning catalogue instead of several across multiple organisations.
- Teams across multiple organisations can work collaboratively to provide learning
- Completions in the STC update the Customer organisations employee compliance details - keeping the data clean and live at the point of completion.
- Restrictions can be placed on individual learning items to specify which organisations from within the STC can access that particular piece of learning, not all learning items need to be open for all members of the STC.

Electronic Staff Record

ESR Learning Management Shared Training Centres

Provider Setup

The organisation that will act as the Shared Training Provider needs to raise a support call to:

- Get a profile option set against their Learning Administration Responsibility (URP) so that they can act as a Shared Training Provider. This only has to be set once to enable the STC functionality for each URP and must be actioned at NHS ESR programme security level.
- At a local security level, within Workstructures, the Trust level organisation will need to be selected and the organisations specified who will be their Shared Training Customers

For full Provider setup steps, please click here to refer to the User Manual – *Shared Training Centre – How to Setup as a STC Provider* section.

Customer Setup

Within Local Workstructures, the Trust level organisation will need to be selected and the organisation who will be their Shared Training Provider specified.
For full Customer setup steps, refer to the User Manual – *Shared Training Centre – How to Setup as a STC Customer* section.

Electronic Staff Record

ESR Learning Management Shared Training Centres

NHS

Customer Setup – Self Service

The STC functionality also allows the sharing of a course catalogue through Employee and Manager Self-Service so that self service users in the Customer trusts can review and enrol in courses from the Provider trust.

In order to set up access for Customer organization employees and/or managers to access the shared catalogue via Employee Self Service and/or Supervisor or Manager Self Service responsibilities, each Customer Trust in the STC arrangement needs to raise an SR for all self service URPs, so that they can access shared classes through the STC functionality.

This is only required to be set once per URP even where the trust receives training from more than one provider.

Catalogue Setup

Class Level Definition

Against the class, the user has the ability to define the STC Level and Customer fields.

The STC Level can be:

- **Not shared** – the class will not appear to any self-service users in the Customer trusts (this is the default value).
- **Share to all** – all trusts in the current shared training arrangement will be able to view and request enrolment on the class.
- **Listed Trusts Only** – Only the trusts listed on the DFF can view and request enrolment onto the class
- **Except Listed Trusts** – the class is open to all trusts in the Shared Training Arrangement except those trusts listed on the DFF

Learner Access

In addition to restrictions set above, learning administrators in the Provider organisation can set learner access to specific employees or to enable self enrolment. These settings will override any STC settings at class level.

These can be targeted at specific staff groups e.g. Nursing and Midwifery or areas from both the Provider and Customer organisations

Electronic Staff Record

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Enrolling

Once enabled, the multiple training catalogues effectively become one and rules around enrolling apply across the STC arrangement.

Auto enrolment will identify any appropriate training that will achieve national competencies within the combined catalogue, and auto enrol staff on the courses. If options exist within both the Customer and Provider organisations for auto enrol, ESR will notify the learner to enable them to choose the best option for themselves.

Within Self Service, employees and managers in the Customer Trusts can view certain classes offered by the Shared Training Provider with learner access and class STC settings governing who can see which classes (the Enable Learner Access setting takes precedence over the STC setting for the class). Employee enrolments can be set to self enrol with no further approval however if further approval is required, learning items can be setup to request manager and/or STC Learning Administrator approval. This requires the STC Learning Administrator role to be set in the Provider organisation. When any change of status occurs to the enrolment in the shared class, notifications are sent back to the manager and employee to inform them of the change of status e.g. Confirmed, Course Cancelled, Waitlisted, and Completed

Learning Administrators from within the Provider organisation are able to enrol staff from Customer organisations onto STC learning items. They are able to override learner access settings to place staff who may otherwise not be able to book on.
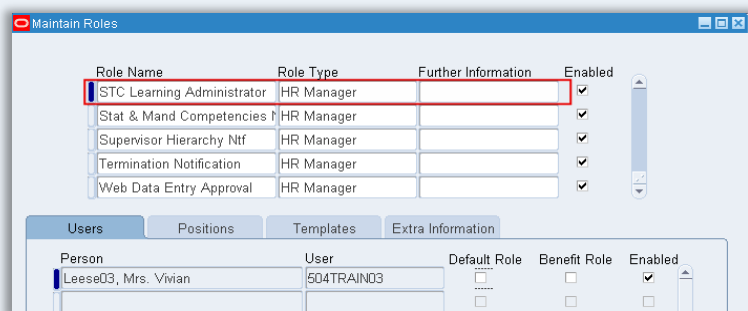
Completion and Reporting

On completion of the shared course, any national competencies and training associated with the learning item will be updated on the learner's record in their home organisation and notifications will be sent to the employee and their manager.

All training activity and competencies attained through an STC arrangement are reportable by the manager and learning administrators in both the Customer and Provider organisations.
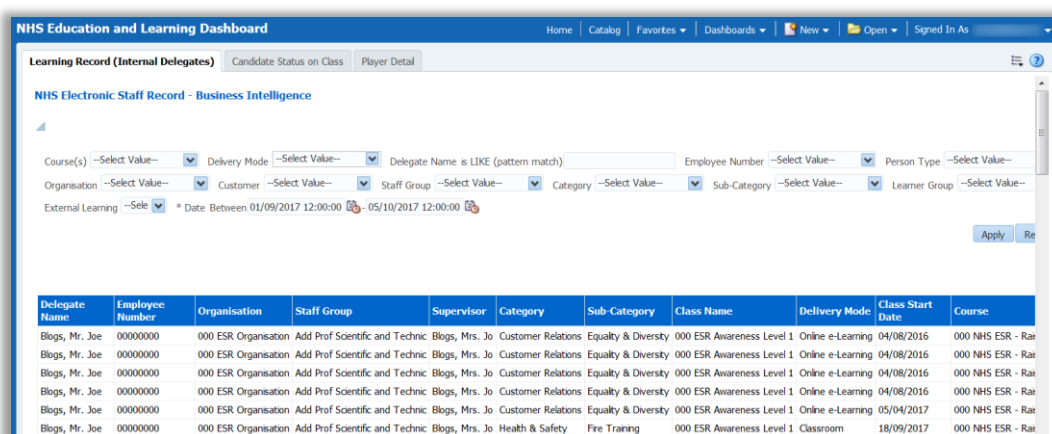
Electronic Staff Record

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Get In Touch.

Firstly, you need to contact your NHS ESR Functional Account Manager who can help advise on which of the options is most suitable for you to progress. Your ESR Functional Account Manager details can be found on the ESR Hub. Details for your regional contacts can be found via the links below:-

- London
- South of England
- Midlands and East of England
- North of England
- Wales

Don't worry if the organisation doesn't have ESR Learning Management implemented, your Functional Account Manager can talk to you about how to roll this out.

Before you get started, why not check out our helpful guides on the ESR Hub.