NHS Jobs Training

Core training

Training will centre on 33 face-to-face ‘train-the-trainer’ sessions where one or two members of staff from each organisation will be taken through the new NHS Jobs service’s new features and enhancements with the intention that they will then cascade this training within their own organisations. These staff are also expected to cascade training to organisations they provide a recruitment shared service to and any organisations which they facilitate via secondary accounts.

‘Train-the-trainer’ events will be held in 7 locations distributed around the country from 7 October to 1 November 2013.

The new NHS Jobs service will launch at the end of November / start of December, allowing between seven and three weeks for organisations to cascade training locally.

In addition to ‘train the trainer’ sessions, we will:

- Provide a training environment on NHS Jobs for each organisation to use to deliver training to its own users.
- Provide training materials to support this training.
- Train the trainers on how to use the materials and the environment in order that they can deliver the training to their users.
- Provide a help desk to support the trainers.

As the service will reflect many familiar tasks that already exist in the current service the approach to training will reflect this with sessions being classroom based in a demonstration and presentation format, making use of the training environment for the service, which is a working copy of the new service.

The classroom training will focus on the new features and improvements over the previous NHS Jobs service and provide attendees with information to support them in cascading training within their organisations.

This approach enables the full range of the service to be covered in the one day session, concentrating on the understanding of the new and improved features, providing opportunities for questions and answers to be shared and supports the earliest delivery of training to all organisations ahead of the go-live date.

The training environment and materials will be available from the start of the classroom training sessions so that trainers can become familiar with the materials or use them immediately. The materials and environment will be an on-going feature of NHS Jobs and will continue to be available after go live, not just during the transition.

As well as supporting the trainers who will be delivering the training, the new service will include online self-learning material suitable for both experienced users of the current NHS Jobs and those new to the service. This will be available from go-live as a permanent feature of the service for both job seekers and recruiters.
Cascade Training

When planning for trainers to cascade their training it should be borne in mind that:

- All current set up (user accounts etc) and transactions (live adverts, part completed recruitment activity etc) will be copied over on to the new service without user intervention.
- Although the new service is a very significant advance on the current service, the core is sufficiently similar that we expect users who are familiar with the current service to be able to carry out tasks on the new service equivalent to those they know on the current service with little or no training as the concepts will be very familiar.
- There is no need to deploy all of the new areas of functionality in your organisation on day one. The organisation’s trainers have longer to cascade training in new areas and can train as the new functions are used. New features will come loaded with defaults that can be changed later but will work from day one.
- For training to be effective, we advise that you should concentrate on training those who are actively using NHS Jobs or will be active shortly after training. Delivering training too far ahead of using the system may lead to repeating the training as it will not have been reinforced by active use.
- For day one it will be necessary to train the most active HR department users, particularly those who will be supporting others and recruiting managers who are involved in on-going recruitment. In all but the largest organisations with heavily devolved recruitment, this is likely to be a relatively small number of staff. Recruiting managers that are not involved in an active recruitment should be trained later when they become active.
- We will prioritise bookings for face-to-face training in favour of the largest organisations with the most to do, gaining the earliest training sessions.

Additional Training

It will be possible for organisations singly or in groups to purchase additional training. Course details and prices will be published shortly.

We do not see this as an alternative to the free of charge ‘train-the-trainer’ cascade training; the number of organisations using NHS Jobs means that there would not be sufficient capacity to deliver this to a significant number of organisations prior to go-live.

The ‘train-the-trainer’ approach increases the number of active trainers hugely and is the only way we can deliver training to the circa 500 organisations using the service. For this reason, we will be prioritising the free training and only expect to offer additional training post go-live.
Training Sessions

Sessions will be held in:

- Leeds
- Manchester
- Birmingham
- London
- Bristol
- Cardiff
- Havant

Dates are as per the booking forms and can only be booked using the booking form.

Each training session will run from 10:00 to 16:00 with a break for lunch.

Training attendees will be able to access their own account on the NHS Jobs training environment, to provide training to colleagues within their organisation, to support their own exploration of the new service features and enable them to set up other users within their organisation for them to explore and try out the new service.

Who Should Attend?

You should ensure that the trainee who attends is able to cascade training to colleagues within your organisation. The training provided will equip the trainer with the knowledge and information to train others rather than teaching them to use the service for their own use.

‘Train the trainer’ will focus on new aspects of NHS Jobs; any attendee will need to have a good knowledge of the current system. There will not be time to explain the existing system to any attendee who is new to the service.

It is not necessary for the attendee to be a professional trainer but the attendee must be able to deliver training to staff within their organisation and to perform the system administration role (at least temporarily).

If you send a trainer, you must ensure that they are also an NHS Jobs system admin and fully familiar with the current system. It will be more important to be familiar with NHS Jobs than to be a professional trainer but you should bear the experience of your trainer in mind when deciding the cascading arrangements.

The attendee must be available for the full length of the session.