

Mandatory Training – Frequently Asked Questions

If your question is not answered below please contact the Learning & Development Team at course.bookings@sssf.nhs.uk or 01785 221596

- **Why is the course I attended not showing on my ESR record?**
Following our face to face courses our trainers return the signed registers to the team to be updated, this should take no longer than 5 working days. If you have not signed the register please contact the team who will advise further.
- **Why is my completed online training not showing on ESR?**
We use Virtual College for our online training. This is a separate website and as such your results may not show on your ESR record for up to 10 working days. If it has been longer than this please contact the Learning & Development Team.
- **How do I book a training course if I do not have a smart card to access ESR?**
All employees with ESR access should have a smart card, contact the smart card team to get yours. In the meantime your supervisor can book your place on a course or you can contact the Learning & Development Team who will be happy to help.
- **What if I can no longer attend a course I'm booked on to?**
If you are unable to attend a course please withdraw yourself as soon as possible to ensure that your place can be allocated to someone else. There is a user guide available on the website to show you how.
- **What happens if I don't attend my training?**
The Trust regularly report on training compliance and expect all staff to have completed their mandatory training in order to be competent in their role.
Whilst we understand that extenuating circumstances can be an issue for some, failure to attend training without adequate reason will be investigated fully and can result in disciplinary action.
- **Why am I getting notifications for subjects I have completed through e-learning?**
ESR sends notifications if a subject on your learning record is due to expire. Notifications for subjects that are now covered in the Core online training can be ignored. These will disappear after the expiry.
- **What do I do if there's a course on my training matrix that I don't believe I should have to complete?**
Mandatory training is allocated by your position. You must complete all mandatory training as this is deemed necessary to your role. If you believe that a course is there in error please contact the Learning & Development Team who will look into this.
- **I've worked for the Trust before – do I have to complete all of my training again?**
If you have recently worked for the Trust and returned after a break, training that is still in date can be moved to your new record. In most cases this is identified when you re-join the Trust however if not contact the Team who will correct your record.