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Addysg a Gwella Iechyd  
Cymru (AaGIC)  
Health Education and  
Improvement Wales (HEIW)

# **Access to Learning & Development Policy & Procedure**

**Approved by:** HEIW Executive Team

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**Version 2**

## **1. Introduction**

Health Education and Improvement Wales (HEIW) is committed to the continuing education, training and development of all staff to enhance the work environment, competence of employees, and improve the quality of services. These guidelines outline the commitment of HEIW, levels of development and funding available for training and development activity.

## **2. Purpose**

The purpose of this document is to standardise the process for requesting access to learning and development within HEIW and to give clear guidance on the procedure to be followed by the employee, line manager and the People team in applying for and processing learning & development and study leave requests.

## **3. Scope**

This procedure applies to all staff within HEIW.

## **4. Roles & Responsibilities**

### **4.1 Individual / Employee**

All staff must take responsibility for their own learning and development requirements. Staff are equal partners in successfully achieving their development needs and therefore are responsible for:

- Identifying their own development needs, including mandatory, essential, and Continuing Professional Development (CPD)
- Accessing appropriate learning opportunities
- Liaising with the People team for advice and guidance on the availability of current and future learning opportunities prior to application of any funded training courses.
- Completion of all statutory and mandatory training
- Attending and completing all authorised study days
- Maintaining and updating their own learning record via ESR
- Providing feedback on the quality and effectiveness of learning activities
- Evaluating and sharing learning opportunities widely
- Notifying their line manager if they are unable to attend the training course / development activity. Where relevant this should also be in accordance with the All Wales Managing Attendance at Work Policy. This is in addition to reporting any absence to the relevant course provider if required.

### **Internal Training\***

If the required training is being centrally delivered, the employee should book a place on the relevant course as outlined in the [online booking guidance](#) in Appendix A\*.

\*Please note that whilst ESR is being developed, please continue to use the designated leave form

## **External Training\***

If the training is not being delivered internally, then the employee will need to complete the form in Appendix A and forward to their line manager. The employee must complete all their Statutory and Mandatory training before requesting training. If the training is approved by the line manager and the People team, and the employee has completed all statutory and mandatory training, a place on the course can be booked via complying with departmental procedures. In addition, the employee is required to record any study leave absences via ESR\* as outline in Appendix B.

Individuals will be entitled to claim for travel expenses for any external training courses and in certain instances overnight accommodation may be required. Guidance and details of reclaiming expenses is outlined within Appendix C.

## **4.2 Line Manager**

It is the line manager's responsibility to:

- Ensure the applicant is 100% compliant with their statutory/mandatory training requirements before approving a study leave application.
- Liaise with employees at regular intervals in addition to the annual appraisal to review progress and offer further support.
- Identify learning and development needs to meet the needs of the organisation, department and the individual.
- Liaise with the People team for advice and guidance on the availability of current and future learning opportunities prior to approval of any funded training courses.
- Ensure all staff have equal opportunities to access learning and development activities and that study leave, training costs and expenses are awarded to the relevant levels according to the categories of protected time and funding levels table below.
- Send all approved study leave requests to: [heiw.people@wales.nhs.uk](mailto:heiw.people@wales.nhs.uk)
- Ensure that all staff attend booked training events and ESR training sections are maintained and updated.
- Ensure that they take the appropriate action if it is found that the staff member has not attended any training and has failed to inform them of this - examples of reasonable justification for nonattendance of a planned training course may be sickness absence, emergency/special leave circumstances or bereavement
- Ensure that all associated expenses related to the study leave are scrutinised and approved within the necessary timescales. Details and guidance are outlined within Appendix C.

## **4.3 People Team**

It is the People team's responsibility to:

- Collate an organisation-wide Training Needs Analysis (TNA) based on submitted PDPs
- Take account of the content of this TNA when planning programmes of learning
- Provide advice and guidance on internal and external course offerings
- Provide advice and guidance to all staff and line managers on how to record learning activity in ESR

- Monitor all study leave requests and cross-reference with PDPs and CST Compliance
- Monitor and assign the training budget to requests. Budget will be held with the People Team.

## 5. Categories of Protected Learning Time and Funding Levels

Category	Type of Study Leave	Examples	Protected Time & Funding
<b><i>NB Any protected time granted to attend learning and development activities must be approved by the Line Manager. This includes meetings with trainers and assessors as part of long-term learning programmes.</i></b>			
<b>A</b>	<ul style="list-style-type: none"> <li>• All Statutory and mandatory training that is not suitable for online delivery via ESR or other approved methods.</li> <li>• Training that is essential to the performance of the job</li> <li>• Training where there is significant benefit for HEIW</li> <li>• Training where the individuals are requested by HEIW to attend</li> </ul>	<ul style="list-style-type: none"> <li>• Manual Handling Module B</li> <li>• Training for a newly introduced system or process</li> </ul>	100% business expenses, course/exam fees*, accommodation, time to attend
<b>B</b>	Study that is of mutual benefit to both the individual and the organisation	Attainment of a qualification, which is relevant to the post but not essential	Up to 100% business expenses, course/exam fees*, accommodation, time to attend
<b>C</b>	Study that is more beneficial to the individual.	Attending a course of professional interest but not directly relevant to their role	Up to 100% business expenses, fees, accommodation, time to attend
<b>D</b>	Study that is of benefit to the individual, but of little relevance to HEIW.	Attending a course of broad based interest but not relevant to the role	No contribution towards business expenses, fees, accommodation. Time to attend would be at discretion of line manager
<b><i>Staff who are required to undertake learning &amp; development activities which falls outside their usual hours of work are eligible to take time back in respect of the guidelines for protected time as outlined above. Time back to be taken is to be agreed with the line manager prior to the learning activity taking place.</i></b>			
<b><i>*Please note, the organisation is not obliged to fund examination re-sits following an unsuccessful first attempt</i></b>			

## 6. Repayment of Financial Support

Where staff undertake qualifications that are paid for, in part or full, by the organisation, non-completions may result in recovery of those costs from the individual. Where a member of staff fails to complete a course, or withdraws from a course following commencement, the member of staff may be asked to make a repayment of the financial

assistance provided by the organisation, unless there are exceptional circumstances, or a medical certificate is provided in the case of sickness. Each case will be looked at on an individual basis.

In addition, line managers must ensure as far as is possible, that any employee of the organisation who wishes to undertake training, either involving regular release over one academic year or more and/or is applying for study leave where there is significant financial outlay, is intending to remain in the organisation for at least two years after the training/course is completed. It is the authorising line manager's responsibility to explain the conditions for granting leave and financial support with regard to continued employment in the organisation.

Any employee who is thinking of undertaking such training and who may be entitled to financial assistance from the organisation must be made aware of the commitments they have to both completing the course and to the organisation itself. Serious consideration should be given to the possibility of reclaiming the financial assistance given if an employee fails to complete the course or leaves the organisation within two years of finishing it, without good reason. Reclamation rates are based on the following:

<b>The period of time elapsed between final date of course attendance, assignment submission or examination attendance (whichever falls on the most recent date and/or would be considered the 'end' of the course) and employee leaving HEIW employment falls within this period:</b>	<b>% of the course cost, met by HEIW, for the total, or final year* (*in cases of Further or Higher Education courses where attendance extends beyond a single academic year), fees to be repaid by the employee:</b>
12 months	50%
18 months	25%
24 months	10 %
<i>NB: The pursuit of financial reclamation will be at divisional Director's discretion.</i>	

It is also a condition of financial support that members of staff who have been offered/have received financial assistance to attend training/education may have support withdrawn/be required to reimburse the organisation in certain other circumstances. It is not possible to be totally prescriptive about this, since the circumstances of each individual case will vary. Before a decision is made the matter will be discussed with the individual, his/her line manager, and where relevant the training/education provider and/or budget holder. During such discussion, the employee may be accompanied by a trade union representative, or a work colleague.

Where monies are to be withheld/reclaimed, the Payroll Department within NHS Wales Shared Services Partnership (NWSSP), must be notified as soon as possible by the employee's line manager. However, no monies will be reclaimed whilst discussions are still in progress. In the case of monies being reclaimed, an appropriate sum may be deducted from the employee's salary under terms agreed by the individual.

## Appendix A

# Learning & Development & Study Leave Request Form

### Section 1: Applicant and Course Details

Name: \_\_\_\_\_ Post Held: \_\_\_\_\_

Department: \_\_\_\_\_ Base: \_\_\_\_\_

Contact Tel: \_\_\_\_\_ Name of Line Manger: \_\_\_\_\_

Title and level of Course/Qualification: \_\_\_\_\_

Course Venue: \_\_\_\_\_ Date and Duration of Course: \_\_\_\_\_

Course Organiser: \_\_\_\_\_

Brief Details of Course Content: \_\_\_\_\_

Is this relevant to your performance review and personal development plan? YES/NO

If 'NO' – reason for application: \_\_\_\_\_

All Statutory and Mandatory Training currently at 100% compliance   
 Objectives and evaluation process agreed (see Part B, Sections 4 and 5)?

TO BE COMPLETED BY APPLICANT			AUTHORISATION TO BE COMPLETED BY BUDGET HOLDER		
	Estimated £ Expenses	Expenses to be Claimed	% Expenses Approved	£ Expenses Approved	Comments
<b>Course/Conference Fee</b>	£	£	%	£	
<b>Examination Fee</b>	£	£	%	£	
<b>Travelling</b>	£	£	%	£	
<b>Subsistence</b>	£	£	%	£	
<b>Other</b>	£	£	%	£	
<b>TOTAL</b>	<b>£</b>	<b>£</b>	<b>%</b>	<b>£</b>	
<b>Leave Applied For:</b>	days	<b>Leave Approved:</b>		days	
<b>Signature of Budget Holder</b>				<b>Cost Centre:</b>	

**Section 2: Authorisation**

**Applicant:** I confirm that if study leave is approved I will not unreasonably withdraw and I will discuss issues of potential withdrawal with my line manager. I accept that I may be expected to repay in full any unavoidable costs committed by Health Education & Improvement Wales for reasons outlined in the Access to Learning & Development Policy & Procedure, and as a funded student I hereby give permission for my sponsor (HEIW) to be notified of my attendance and the final result of this module.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Authorising Officer:** The application has / has not been approved and objectives have been detailed on 'Part B' of this form

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

If application **not** approved please state reasons why:

\_\_\_\_\_

\_\_\_\_\_

**Part B**

**HEIW – Application for learning For Learning & Development & Study Leave**

**Section 3: Application**

Name: \_\_\_\_\_ Post Held: \_\_\_\_\_

Department: \_\_\_\_\_ Base: \_\_\_\_\_

Title of Course: \_\_\_\_\_ Date of Course: \_\_\_\_\_

**Section 4: Objectives**

**Section 5: Evaluation**

<b>AGREED OBJECTIVES</b> To be completed prior to attendance at course / conference. State the benefits likely to be achieved as a result of attending this course.	<b>EVALUATION</b> To be completed by the Line Manager and applicant following completion of the course / conference		
	<b>Objectives Met?</b>		
	FULLY	PARTIALLY	NOT AT ALL
Date and Time of Evaluation Meeting: ____/____/____ : ____			





**Section 6: Acion Following Evaluation**

Would you recommend this course to others? YES / NO

Comments: \_\_\_\_\_

Did the course deliver its set objectives? YES / NO

Comments: \_\_\_\_\_

Have you fed back to colleagues? YES / NO

Comments: \_\_\_\_\_

Has information gained from the course altered your working practice? YES / NO

Comments: \_\_\_\_\_

Any further comments: \_\_\_\_\_

\_\_\_\_\_

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Line manager's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Appendix B – Guide to recording study leave via ESR

1. Log into ESR
2. From the Portal page, select **Create Annual Leave** which takes you to the **Create Absence** page
3. Ensure you *change the Absence Type* field to **Training Development**.

The screenshot shows the 'Create Absence: Enter Absence Details' form in the ESR system. The form is partially filled out, with the 'Absence Type' dropdown menu open, showing 'Training Development' selected. The 'Duration' section shows a start date of 21-Nov-2018 and an end date of 21-Nov-2018. A 'Calculate Duration' button is visible, and a calendar for November 2018 is shown on the right. The form also includes a 'Comments' field and a 'View Entitlement Balances' link. Navigation buttons 'Cancel' and 'Next' are present at the top right and bottom right.

4. Select appropriate reason and enter a start and end date. **\*\* Please Note: Once approved, the details can be edited up until the date of the course dates entered but not after the training date has passed.**
5. The Comments field should be completed with the following information:
  - a. Supplier name
  - b. Cost of course
  - c. Course name
  - d. Dates of training and Duration (days)
6. Select **Next**
7. Select **Submit**

The request will be submitted to your line manager to approve the absence.

## **Appendix C - Reclaiming Expenses**

- Expenses can be claimed as detailed below in accordance with standing HEIW regulations and Terms and Conditions of Employment Contracts (Agenda for Change Terms & Conditions; Section 17 – Reimbursement of travel costs).
- Examination fees can be claimed for a first attempt only and paid or unpaid revision leave is at the line manager's discretion. Registration and subscription fees to professional bodies will not be paid by HEIW except where an examination relates to membership of a professional body and the examination fee includes initial membership. These may be paid on a discretionary basis with subsequent payments remaining the responsibility of the employee.
- Accommodation costs must be approved in advance by the budget holder and all receipts retained for verification. Accommodation will be booked by the person attending the course/conference. Reimbursement will be up to the amounts specified within HEIW's Travel and subsistence rates. Reimbursement for amounts over and above these rates are subject to agreement in advance.
- Subsistence allowances are paid on a scale that varies with the length of time away from the workplace. Again, all receipts must be retained for verification.
- Subject to prior agreement, expenses can be claimed for travel by road or public transport. Employees using their own car will be reimbursed at Public Transport rate with allowances payable for toll fees and passengers. Only mileage in excess of miles travelled to and from base, at public transport rate can be claimed.
- Air travel should only be used in exceptional circumstances, where any other mode of transport is impractical i.e. travel abroad, or where it can be demonstrated that it is more cost effective in comparison to other forms of travel. Tickets must be booked in advance in order to secure the best deal and seats reserved in economy or standard class only. All international travel must be approved by the Executive Team.
- Taxi fares will not be reimbursed unless there is no suitable alternative or where heavy baggage or equipment is being carried. It is acceptable to use a taxi to avoid compromising personal safety, or where it is normally supported for staff with mobility issues to attend work.
- The onus is on the applicant and their line manager to ensure that costs are kept to a minimum. Advantage should always be taken of early booking discounts. Where possible, car sharing should be utilised.

Except in instances where HEIW can be invoiced directly, all expenses must be claimed via e-expenses and verified by the line manager who endorsed the original study leave form. Additional approval is required for any variance to the original costs. Failure to do this will result in the original claim not being processed.