


Scotland and Northern Ireland EQA Scheme in General Histopathology

EQAM04

INDUCTION, TRAINING, COMPETENCIES AND STAFF SELECTION

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1 RATIONALE

An induction and training plan is required for all scheme staff. Staff undergoing training will be given suitable and sufficient information, instruction, training and supervision to allow them to carry out their duties safely and efficiently. It is a requirement for health and safety and for training purposes that a written record of such training is maintained.

Competency updates are also required and this record must be signed by the staff member undergoing competency review and the peer assessor when both are confident that the appropriate technique has been maintained.

Only individuals who meet the minimum specifications described in the Job Specification will be employed by the scheme. Once all training has been completed and competencies have been signed off, staff members will be deemed to be authorised to carry out their duties within the scheme.

2 RELEVANT SAFETY DATA, COSHH AND RISK ASSESSMENTS

- SRA 006 – “Offices, Including Filing Rooms”
- NHS Tayside “Display Screen Equipment Policy”
- NHS Tayside “Recruitment and Selection Policy”
- NHS Tayside “Equal Opportunities Policy”
- The Immigration, Asylum and Nationality Act 2006
- The Equality Act 2010
- NHS Tayside “Recruitment Authorisation Form and Guidance”

The above documents must be read and understood before carrying out this procedure.

3 WORKING ARRANGEMENTS

On appointment, all new members of staff will be given induction and training as follows:

- New members of staff will be given a Trust Induction Training Book. The Personnel Department will arrange an Induction Day course.
- At department level the new member of staff will be given an introductory talk by the Scheme Administrator or Quality Manager. The following points will be covered:
 - Personal details noted in Personnel File
 - Discuss Job Description, Staffing Structure and Communications for the Department
 - Explain Code of Conduct for Confidentiality: Dress, Honesty
 - Explain: Hours of Work, Weekdays, Saturdays, Flexible Working, Tea Breaks, Lunch Breaks
 - Explain: Pay, Leave, Public Holidays, Sickness/Reporting Sick
 - Explain the system for Performance Review/Appraisal
 - Facilities in Department/Hospital: Staff Room, Dining Room, Shower Rooms, Bank, Library
 - Explain that the staff personnel files listing information such as commencement date, qualifications, performance review minutes, rotation, training courses attended and promotion will be maintained by the Administrator or Quality Manager of the scheme and that each member of staff will have access to their own file.
 - Arrange for employee to report to Personnel Department

Induction will then proceed as follows:

- A talk on health, safety and welfare and the procedures applicable to the directorate and hospital by the departmental Health and Safety Officer. This will include a tour of the department to familiarise the new employee with all safety aspects.
- This will also include security arrangements for the Department/Hospital
- A photo security badge will be arranged – if required
- A talk on the training provision for all aspects of the post. This is done by the by the Scheme Administrator or Quality Manager. An introduction to all aspects of the sections of the department will also be given
- The new member of staff will be assigned a checklist to ensure all induction procedures are completed (Page 5 of this document). A copy of this form must be signed and forwarded to the personnel department and a copy kept in their personnel file.

4 MONITORING ARRANGEMENTS

4.1 Retention of Quality Records

Induction will be reviewed at the end of three months by the Scheme Administrator or Quality Manager.

Monitoring of training will be carried out through performance review and regular assessments.

Where appropriate training records will be maintained.

INDUCTION TRAINING FOR ALL NEW EQA SCHEME STAFF

Arrival in the Department - _____
 Name of Employee - _____
 Grade - _____
 Section Manager - _____
 Start Date - _____

The following areas should be covered where possible on the first day and no later than the end of the first week. Please sign when completed.

ITEM	DATE	STAFF SIGNATURE	TRAINER SIGNATURE
General Environment			
General Introduction to Scheme & Department			
Hospital Tour			
Staff Room and facilities			
Outline of NHS Tayside structure and induction			
Telephone System and Technique			
Office Equipment and stationery			
Computer Management			
Procedure for Visitors			
Dealing with all enquiries			
Conditions of Service			
Hours of Work and Annual Leave			
Sickness Notification			
Engagement and Payment Procedures			
Security Arrangements			
Quality Management System			
Health and Safety			
Local H&S Procedures			
Location of Fire Exits/Extinguishers			
Emergency Procedures/Fire Drill			
Date of Fire Lecture			
Reporting Accidents/Incidents			
First Aiders and First Aid Boxes			

All of the above areas have been covered:

Employee Signature _____ Date _____

Manager Signature _____ Date _____

5 IN SERVICE TRAINING PROGRAMME

The training programme is designed to meet the needs of any appropriately qualified trainee and will be provided "in house" and by the use of any internal and external training seminars and courses as required. A manual covering all aspects of the EQA scheme secretarial role is available and will be followed through by the trainee.

A major emphasis of the training will be communication and feedback with the trainee to provide monitoring, appraisal and target setting by other members of the executive team. The training will be continually assessed.

As part of their training, all staff must take part in the Department's Performance Review/Appraisal Scheme. The aim of the scheme is to develop each staff member's abilities and potential for professional advancement through regular review and appraisal of their work performance and educational and training needs. The trainee will be formally appraised by the Scheme Administrator or Quality Manager at the end of their probationary period. Appraisals will then normally be once a year. These will provide a forum where the trainee can give a direct feedback on his/her training.

6 COMPETENCE

Competence can be defined as: "The quality of being competent; adequacy; possession of required skill, knowledge, qualification or capacity". In a quality system, competency involves:

- Effectively training in a learning environment
- The transfer of learned skills into the workplace
- Maintenance of knowledge and skills through ongoing demonstration
- And is achieved through initial training and ongoing competence assessment

6.1 Competency Assessment

Competency assessment is not performance appraisal, but is:

- A mechanism to identify areas of the quality system where improvements can be made to ensure efficient and smooth running of the scheme (what's working /what's not)
- Document work processes (what we do)
- Written procedures – clear and understandable (how we do it)
- Effective training is conducted
- Identifies individual training needs (gaps)

The scheme shall create, maintain and document a formal competency assessment programme. Competency shall be assessed following training and at regular and routine interval thereafter. The competency assessment programme will evaluate theoretical and practical knowledge of procedures and will include, but not be limited to:

- Direct observation of performance
- Assessment of knowledge of operating procedures and theory

6.2 Maintaining competency

Competency will be assessed every 2-3 years or in response to a functional change of SOP. The assessment method will be recorded along with notes on discussions, observations, any gaps in knowledge and areas that may require further training.

7 TRAINING AND COMPETENCY RECORDS

SECRETARY IN SERVICE TRAINING RECORD

Item	Date of Training	Staff signature	Trainer Signature
Obtaining Case Material			
Sending request letter			
Receipt of Assessment Slides			
Labelling and Dispatch of Slides			
Receipt of Slides back from Management team			
Unused cases			
Distribution of Circulation Test Slides and Proformas			
Documentation			
Postage			
Handling Pro Forma Returns			
Recording of returns			
Sending returns to markers			
Receipt back from markers			
Provision of provisional results			
Non participation			
Filing			
Slides			
Pro formas			
Test run documentation			
Scheme documentation			
Meetings and Minutes			
Management Meeting organisation			
Executive Meeting organisation			
Participants meeting			
Minutes			
Scheme Communication			
New participant request			
Withdrawal request			
Change of Participant details			
Participant letters from chairman			
Posting Provisional and Final results			
Confidentiality			
New participant consent forms			
Participant codes			
Other Tasks			
Ordering Stationery			
Travel expenses			
Assessment Visits			
Use of Q-Pulse			

SECRETARY COMPETENCY RECORD

Assessment Methods: V = Verbal, OB = Observation, P = Practical

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Obtaining Case Material	Sending request letter			
	Labelling and Dispatch of Slides			
	Receipt of Slides back from Management team			
	Unused cases			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Distribution of Circulation Test Slides and Proformas	Documentation			
	Postage			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Handling Proforma Returns	Recording of returns			
	Sending returns to markers			
	Receipt back from markers			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
	Provision of provisional results			
	Non participation			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Filing	Slides			
	Proformas			
	Test run documentation			
	Scheme documentation			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Meetings and Minutes	Management Meeting organisation			
	Executive Meeting organisation			
	Participants meeting			
	Minutes			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Scheme Communication	New participant request			
	Withdrawal request			
	Change of Participant details			
	Participant letters from chairman			
	Posting Provisional and Final results			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Confidentiality	New participant consent forms			
	Participants codes			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Other Tasks	Ordering Stationery			
	Travel expenses			
	Assessment Visits			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
	Use of Q-Pulse			

Additional comments:

Assessors Signature: _____ Date: _____

Staff Signature: _____ Date: _____

DATA MANAGER IN SERVICE TRAINING RECORD

Item	Date of Training	Staff signature	Trainer Signature
Security			
Scheme Excel Spreadsheets			
Scheme Access databases			
Data Protection Act			
Disposing of Redundant P.C.'s			
Allocation of Code Numbers			
Assigning the number			
Participants details			
Confidentiality			
Administration of Circulation Results			
Recording participant withdrawals			
Recording Circulation within "Results" table			
Checking against paper returns			
Production of Provisional Results			
Incorporating Agreed Changes			
Distribution of provisional results to participants			
Production and distribution of final results			
Statistical Reports			
Calculation of "poor performers" for each run			
Provision of table of ongoing poor performance			
Non participation report			
CPD Certificates			
Participation CPD			
Attendance CPD			
Educational CPD			
Changing Participants Code			
Adding new entry			
Disabling existing entry			
Checking all tables for old code			

DATA MANAGER IN SERVICE TRAINING AND COMPETENCY RECORD

Assessment Methods: V = Verbal, OB = Observation, P = Practical

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Security	Scheme Excel Spreadsheets			
	Scheme Access databases			
	Data Protection Act			
	Disposing of Redundant P.C.'s			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Allocation of Code Numbers	Assigning the number			
	Participants details			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Administration of Circulation Results	Recording participant withdrawals			
	Recording Circulation within "Results" table			
	Checking against paper returns			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
	Production of Provisional Results			
	Incorporating Agreed Changes			
	Distribution of provisional results to participants			
	Production and distribution of final results			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Statistical Reports	Calculation of "poor performers" for each run			
	Provision of table of ongoing poor performance			
	Non participation report			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
CPD Certificates	Participation CPD			
	Attendance CPD			
	Educational CPD			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Changing Participants Code	Adding new entry			
	Disabling existing entry			
	Checking all tables for old code			

Additional comments:

Assessors Signature: _____ Date: _____

Staff Signature: _____ Date: _____

QUALITY MANAGER IN SERVICE TRAINING RECORD

Item	Date of Training	Staff signature	Trainer Signature
Document Preparation			
Editing and Verification			
Identification & Format			
Contents			
Document Control			
Deletion/Removal			
Authorisation & responsibility			
Issue & Removal			
Amendment & Revision			
Storage			
Audit			
Non conformances			
Quality Improvement			
Error logging			
Use of Q-Pulse			
Complaints			
Meetings			
User Questionnaire			
Audits			
Purpose of Audit			
Types of Audit			
Planning within Q-Pulse			
Recording within Q-Pulse			
Recording of non-conformances			
Control of non-conformances			
Improvement from results of audits			
Confidentiality			
Technical Functions			
Assessing suitability & quality of submitted test cases			

QUALITY MANAGER COMPETENCY RECORD

Assessment Methods: V = Verbal, OB = Observation, P = Practical

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Document Preparation	Editing and Verification			
	Identification & Format			
	Contents			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Document Control	Deletion / Removal			
	Authorisation & responsibility			
	Issue & Removal			
	Amendment & Revision			
	Storage			
	Audit			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
	Non conformances			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Quality Improvement	Error logging			
	Use of Q-Pulse			
	Complaints			
	Meetings			
	User Questionnaire			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Audits	Purpose of Audit			
	Types of Audit			
	Planning within Q-Pulse			
	Recording within Q-Pulse			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
	Recording of non-conformances			
	Control of non-conformances			
	Improvement from results of audits			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Technical Functions	Assessing suitability & quality of submitted test cases			

Additional comments:

Assessors Signature: _____ Date: _____

Staff Signature: _____ Date: _____

CHAIRPERSON AND ADMINISTRATOR ROLES IN SERVICE TRAINING RFECORD

ITEM	Date of Training	Staff signature	Trainer Signature
Documentation			
Scheme procedures			
Meeting minutes			
Appropriate letters			
Contracts and CPD			
Communication			
Appropriate communication with participants			
Non-Conforming Work			
Identification			
Appropriate Actions			
Confidentiality			

CHAIRMAN AND ADMINISTRATOR ROLES COMPETENCY RECORD

Assessment Methods: V = Verbal, OB = Observation, P = Practical

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Documentation	Scheme procedures			
	Meeting minutes			
	Appropriate letters			
	Contracts and CPD			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Communication	Appropriate communication with participants			

Item	Competence Criteria	Assessment Method	Observations /Records Reviewed	Competent Y/N
Non-Conforming Work	Identification			
	Appropriate Actions			

Additional comments:

Assessors Signature: _____ Date: _____

Staff Signature: _____ Date: _____

8 RECRUITMENT AND SELECTION WITHIN NHS TAYSIDE

All posts within the Scheme will be advertised and appointed to using the NHS Tayside Equal Opportunities Policy. NHS Tayside is committed to the principle of equal opportunity in recruitment and selection.

Posts are funded by the National Services Division (NSD) and therefore any staffing or salary issues must be raised with them.

1. Aims

- The right people will be appointed with the required competencies (and where relevant, professional registration with a regulatory body) to ensure safe practice within the competency framework of their role.
- Recruitment and selection processes comply with relevant employment and equality legislation.
- NHS Tayside aspires to be an 'Employer of Choice' which acquires the best talent. This motivates employees to improve their performance, provides job satisfaction and opportunities for development.
- There is clarity about the nature of the post and the terms and conditions attached to it.
- To recruit from a wide range of people to broadly reflect the community served.
- To ensure applicants have a positive experience of the recruitment and selection process.

2. Principles

NHS Tayside's recruitment and selection principles are based on:

- Merit
- Fairness
- Equity
- Consistency
- Transparency

3. Confidentiality

- NHS Tayside is committed to maintaining strict confidentiality during the recruitment and selection process.
- All applications and documents will be handled and treated in strict confidence and safeguarded at all times by all staff involved in the recruitment and selection process.

4. Recruitment and Advertising Authorisation Form (RAAF)

- A Recruitment and Advertising Authorisation Form must be completed for all vacancies.
- The appointing manager is responsible for completing the Recruitment and Advertising Authorisation Form before passing to the General Manager/Executive Director for authorisation.
- Posts will not be processed without a fully completed and authorised signature on the Recruitment and Advertising Authorisation Form.
- Once the Recruitment and Advertising Authorisation Form has been approved, the 'Skills Register: Redeployment Protocol' will be considered before posts are advertised internally and externally. See G: Drive\PATHDATA\TEMPLATES\Human Resources for relevant form.

5. Equality & Diversity

NHS Tayside complies with the Equality Act 2010. The recruitment and selection process will not directly or indirectly discriminate, harass, victimise or treat unfavourably a job applicant because of a 'protected characteristic' or because they are associated with a person with a 'protected characteristic', or perceived to have a 'protected characteristic'.

List of 'protected characteristics'

- Age
- Disability
- Gender reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex
- Sexual orientation

5.1 Job Interview Guarantee Scheme

NHST will interview applicants with disabilities and applicants who consider themselves to have a disability and who meet the 'minimum criteria' for a job vacancy. A request under the 'Job Interview Guarantee' does not guarantee a job. It allows the opportunity to apply for a vacancy and be interviewed.

5.2 Health Related Questions

Applicants will not be asked about their health or any disability until the person has been:

- Offered a job either outright or on a conditional basis, or
- Included in a pool of successful candidates to be offered a job when a position becomes available

5.3 Reasonable Adjustments

NHS Tayside is committed to making reasonable adjustments to prevent disabled applicants from being placed at a substantial disadvantage by any physical feature of the premises, or by any provision, criteria or practice.

6. Certificate to Recruit

Recruitment and selection must be carried out by staff who are appropriately trained or hold an NHS Tayside Certificate to Recruit.

7. Selection Criteria

Selection criteria must be based on the qualifications, knowledge, skills, abilities, and competencies required to do the job as described in the Job Description, Knowledge and Skills Framework (KSF) Post Outline and meet the 'essential' and where applicable 'desirable' criteria in the Person Specification. See G: Drive\PATHDATA\TEMPLATES\Human Resources for relevant form/s.

8. Interview Tests

Where relevant to the nature or level of the post, the use of appropriate practical or other selection methods has been shown to predict job performance more reliably than selection interviews alone. It is therefore accepted good practice that tests be incorporated as part of the selection process.

9. Pre-Employment Checks

All offers of employment are conditional on pre-employment checks which will depend on the type of role and may include the following:

- Professional Registration with a statutory body
- Satisfying the requirements of the Immigration, Asylum and Nationality Act 2006
- Police check from country of origin when recruiting directly from abroad
- Satisfactory pre-employment medical screening by Occupational Health & Safety Advisory Service
- Receipt of references which are satisfactory to NHS Tayside
- Appropriate qualifications
- Three forms of ID, one which must be photographic evidence, such as passport or driving license