



EDUCATION, TRAINING & DEVELOPMENT STANDARDS A fresh perspective on training

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*Graham Watts
Bradford Teaching Hospitals
NHS Foundation Trust*

Bradford Teaching Hospitals NHS Foundation Trust is a teaching trust that takes pride in its reputation for excellence in the teaching and training of clinical staff.

Approximately 4500 of the trust’s staff use information technology. Their IT training requirements are provided by a small, dedicated team working within Bradford Teaching Hospitals’ Computer Learning Centre.

Graham Watts is the training centre manager, and his team provide training on systems such as Choose and Book, SystemOne, iPM (Patient Administration System) and Lorenzo.

Like many other NHS IT training services, the team is kept busy by the constantly changing IT training demands of a modern NHS trust.

Improvement through the Education, Training and Development (ETD) Standards

Graham has a progressive and forward-looking training service. He is very open about the essential role the ETD standards have had in his training service’s improvement.

He says, “The ETD Standards provide a national quality framework which helps me ensure that our IT training service can measure and audit ongoing improvement, which is essential in today’s NHS”.

“The standards are used to drive change and give a fresh perspective to training. We are a busy training team but the time we have invested in embedding the standards has really made a difference to me, my team and the trust.”

Improved strategy and planning

"Because of the standards, we now have a strategy for our training service that is aligned to the trust's objectives. We can focus more on planning for the future by consulting with a wider range of stakeholders and understanding not just their requirements for today but what they may need further down the line."

The training team have also been able to increase their profile through better understanding of how the trust operates and how best to respond to its needs. They have improved their document control processes and changed their training needs analysis to an online tool.

Graham says,

"The standards have really made a difference to the way we approach evaluation and assessment as we move closer towards evaluating what impact our training has on a user's day to day job."

Benchmarking the training service using an online tool

Graham and his team used the ETD standards online benchmarking application to carry out a self assessment. This web based tool allowed them to determine how their training service was performing (in other words what they were good at, not so good at and how and where they could improve).

Training Service Accreditation

Graham took part in a pilot of the Training Service Accreditation (TSA) scheme (a Department of Health Informatics Directorate initiative) and can really see the benefits for NHS training services.

Graham said *"Not only is TSA a great way of a training service getting national recognition for its work but it provides a fantastic networking opportunity and a chance to incorporate good practice from other training services"*.



Graham Watts

Bradford Teaching Hospitals
NHS Foundation Trust

WANT TO KNOW MORE?

To learn more about the ETD standards, contact us or visit our website.

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 <http://www.cfh.nhs.uk/etdstandards>