



Organisation wide document

Training Instruction

Title:	Information Governance
Subject:	Access to e-learning training modules

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Authorised by Pathology Governance Manager

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Approval process

This document is to be reviewed and approved by the following staff roles:

Role	Review	Approve	Authorise
Author	Y		
Pathology Governance Manager	Y	Y	Y
Information Governance Committee	D	Y	

Y = must do; D = discretionary.

Revision status

Each document has an individual record of amendments. The current amendments are listed on this page. Previous amendments are recorded in Q-Pulse.

On issue of revised or new pages each controlled document should be updated by the copyholder in the service area.

Issue no. Discarded	Section(s) involved	Amendment
2.0	2.3, 2.4	Added protocol to ensure changes made in 'Your Profile' are updated (due to vagaries of Internet Explorer)
	Appendix 2	FAQs updated
2.1	2.1: Table 1	Replaced "Divisions" with "Location/service" in the work area drop down menu (has more choice).

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1. Introduction

1.1 Scope

These guidelines apply to all staff working for Viapath regardless of contract of employment (direct, RoE, TUPE or short term contracts).

Staff working for Viapath must assign the Viapath organisation number (8hn35) to their profile in order for their evidence of completion to be accessible to audit. If it is not accessible then they will be deemed as not completing their assessment(s).

1.2 Rationale

Information Governance (IG) training and awareness was a key requirement of the Cabinet Office Data Handling Review 2008 and a lack of IG training provision continued to be a concern in the Care Quality Commission study of IG processes in 2009.

NHS Informatics Planning 2010/11 states 'all staff should receive annual basic IG training appropriate to their role'. An agreed target of 95% of the workforce (defined as all permanent staff and staff on temporary contracts of more than 3 months) to receive basic IG training was established. All staff must initially work through the relevant mandatory module, based on role, and pass the accompanying assessment.¹

The key requirement is for organisations to be able to evidence the 95% level against the centrally provided content. This is being applied to NHS Trusts. Viapath, as a 'commercial 3rd party' with access to NHS data systems, is also expected to comply.

1.3 Audit

Viapath is required to demonstrate that it complies with IG requirements. Staff training and competence is an essential part of the requirements, not only for NHS IT Connecting for Health but also the Care Quality Commission (CQC) and as our duty as a 'data controller' registered with the Information Commissioner's Office.

Staff compliance levels will be reviewed at least quarterly by the Information Governance Committee. Failure to achieve the required levels of training will be escalated to operational management to remedy.

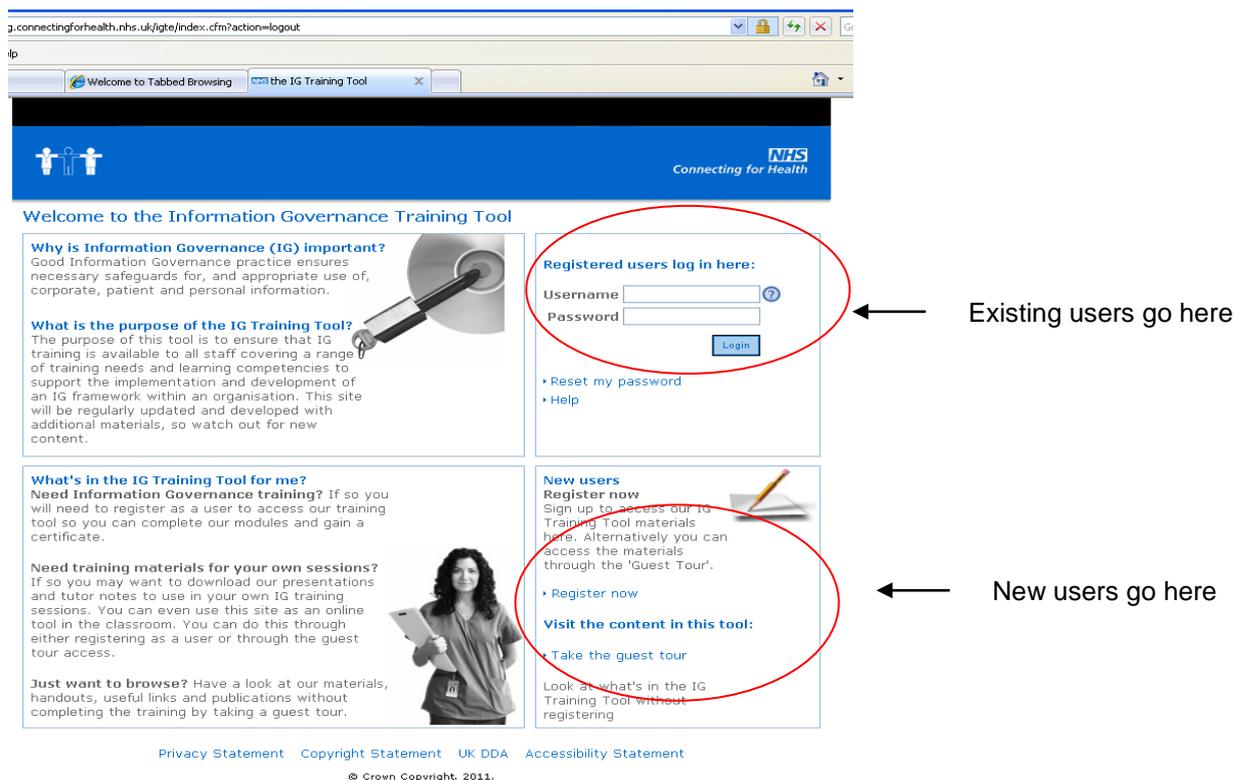
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2. Instructions for staff

2.1 Accessing the Training Tool

Click (Control + click) the attached link to the NHS IT Connecting for Health training tool: <http://www.igte-learning.connectingforhealth.nhs.uk/igte/index.cfm> (alternatively, copy and paste the address into the web page window)

It will take you to the home page:



Note: staff working for Viapath (direct, RoE, TUPE or short term contracts) must be assigned to the Viapath organisation number (8HN35) in order for their evidence of completion to be accessible. If it is not accessible then you will be deemed as not completing your assessment(s).

Staff accessing the tool will fall into 1 of 3 categories:

- 1: New staff never registered before;
- 2: Already registered within 8HN35 (Viapath); and,
- 3: Staff registered before with another organisation.

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Table 1: Information required for your 'profile'

Information needed	Enter
Your employer (organisational code)	8HN35 (not case sensitive)
Job role Note: your IG Learning 'role' may not directly equate to your Viapath role.	See section Appendix 1 (page 13) before selecting from drop down list - this determines your module(s)
Employee number	Either your ESR or Viapath employee number
Select the area you work in (based on location and service/department)	Select from the on line drop down menu
About you	Enter your contact details, use your email address – this will be your username. If you don't have an email account enter your name where requested.

Ensure that this information is correct otherwise your evidence may be missing when audited.

2.2 New users

Click on the [Register now](#) link on the home page. Follow the on screen instructions to enter your details (profile). You will need to have the information listed in Table 1 available.

Once you have completed the registration you can start using the Learning Tools and complete your assessment(s), as described in section 2.4

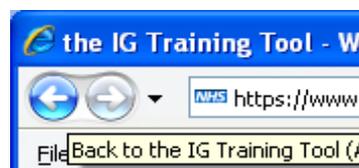
Note: If you entered an email address you will also receive an email (almost immediately) to confirm your access details.

2.3 Already registered with the Learning Tool

2.3.1 If registered, login with your user name (usually your existing email address) and your password.

2.3.2 If any of your details have changed (see Table 1) then you will need to update your profile

- i Click on the "Your Profile" tab
- ii Amend the details in your profile
 - See Table 1
NB: System Administrators will need to contact the national helpdesk to make changes
- iii When finished, press the "Update profile" button.
 - This will take you to a page called "Your profile"



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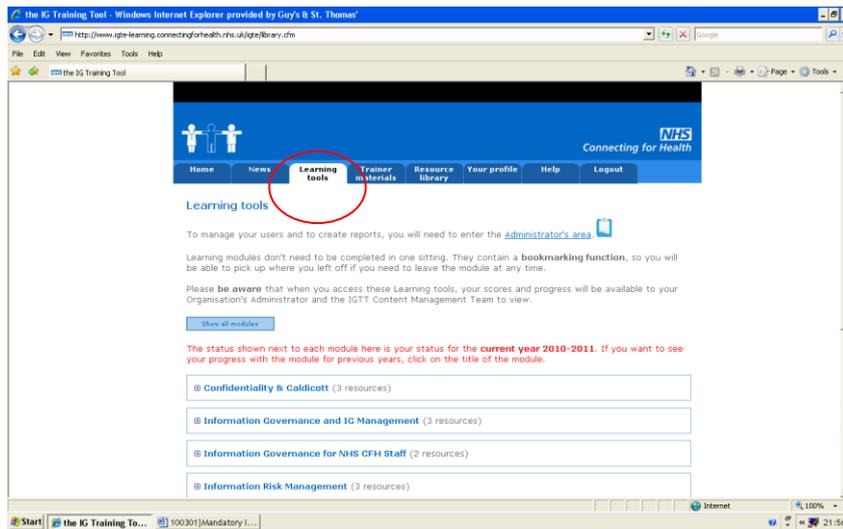
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- iv Press the “Go Back” button 
 - This will ensure your details have actually been updated². Check your details are correct.

2.4 Using Learning modules

Once you are logged in or registered you should have immediate access to the modules

- i Once you have logged in, click on the tab that says ‘Learning Tools’

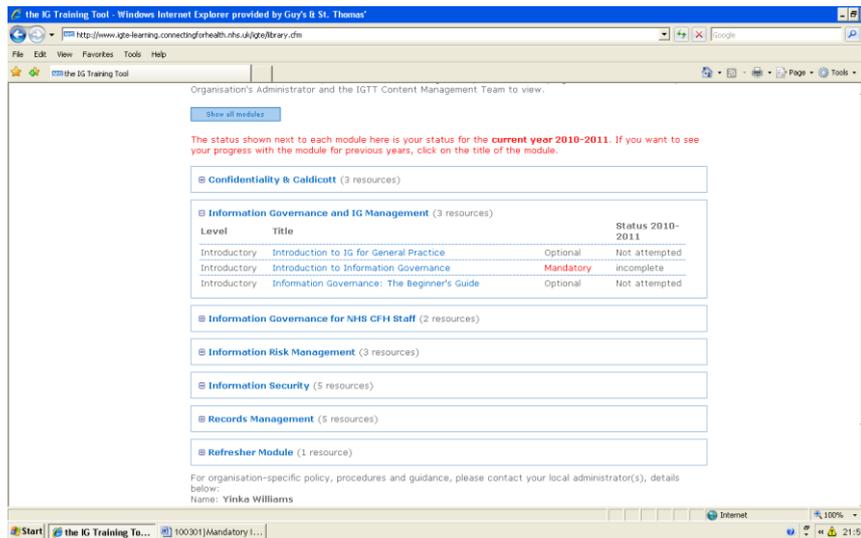


- ii If you have recently updated your profile, press the ‘F5’ key
- iii Expand the ‘**Information Governance and IG Management**’ module section (click on the ‘+’ sign)

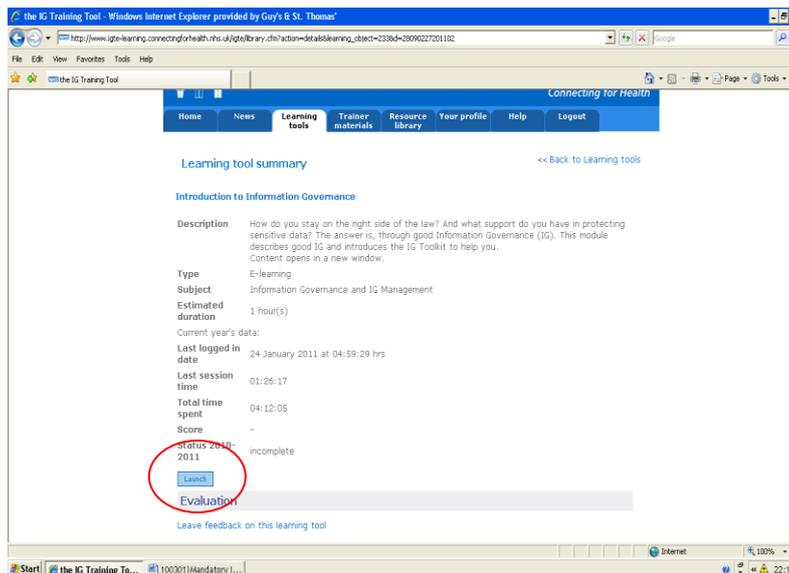


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- iv Depending on your IG learning role **one** of the four modules will be a mandatory
- v Click the **module** that is flagged as **Mandatory**
- vi To begin the training module click on the 'Launch' button

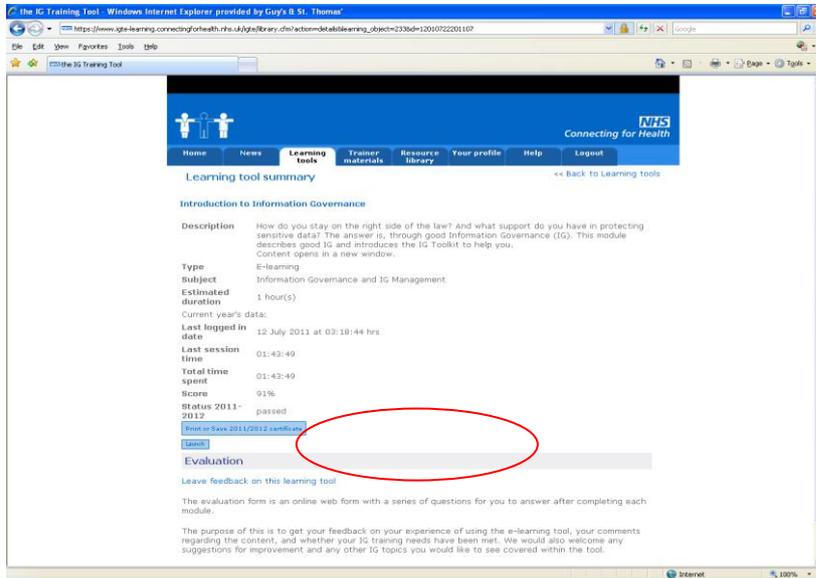


- vii Now you are ready to start your information governance training. It is important that you read all the training material before attempting the assessment. You **do not** have to complete the training module in one sitting.

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- viii When you have passed the assessment (pass mark = 80%) you will be given instructions on how to acquire a copy of your certificate. When you have done this you should see a page similar to that below.
- ix Click on the “Print or Save yyyy/yy certificate”:



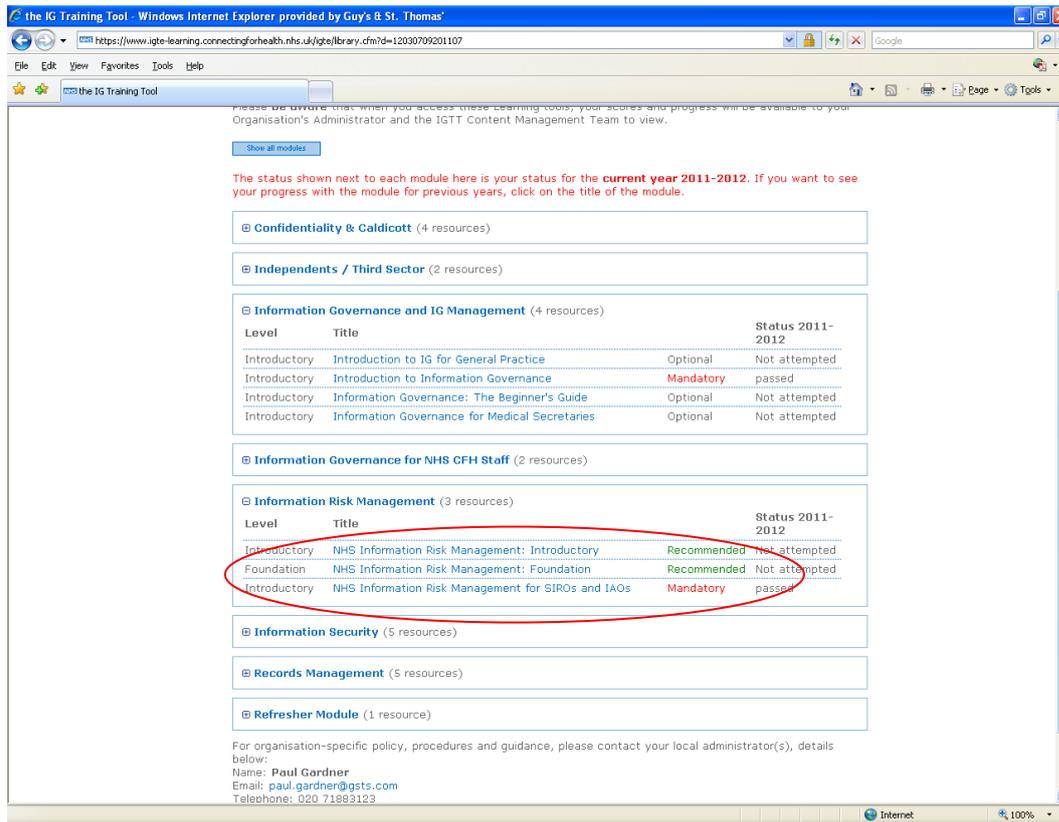
- x This will give the option to either ‘save’ or ‘print’ the file (it is in pdf format). You should print a copy for your portfolio and/or store the saved file for your electronic records.
 - It is worth doing this because occasionally the website fails to record that you have passed. Should this occur, contact the Learning Tool via the ‘Help’ Tab, information required will be: your name, org code (8HN35), module title, date completed, pass mark.
- xi Some roles will have more than 1 mandatory module (Caldicott Guardian, SIRO, IAO, IG Manager, Information Security Manager, Operational Manager). There are also modules ‘recommended’ for particular roles. To view these, click on each of the module sections to see what is mandatory/recommended for your role.

A full list of modules by role is in the document “Viapath -IG training by job role”

An example of an additional module for the Information Governance Manager is below:

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If you see other training modules that you think would be beneficial to your role you are free to undertake them.

Other training materials are available on the website.

Need a copy of your certificate? Log in as normal; go to the Learning tools tab; click on 'show all modules' and then open the module you want a certificate for. On the summary page there is an option to 'Print or Save' your certificate (just above the launch button).

2.5 Keeping up to date

2.5.1 In order to demonstrate current competence in information you must

- Keep your personal profile up to date – see section 2.3
- Have evidence of current competence in information governance (IG) for your role

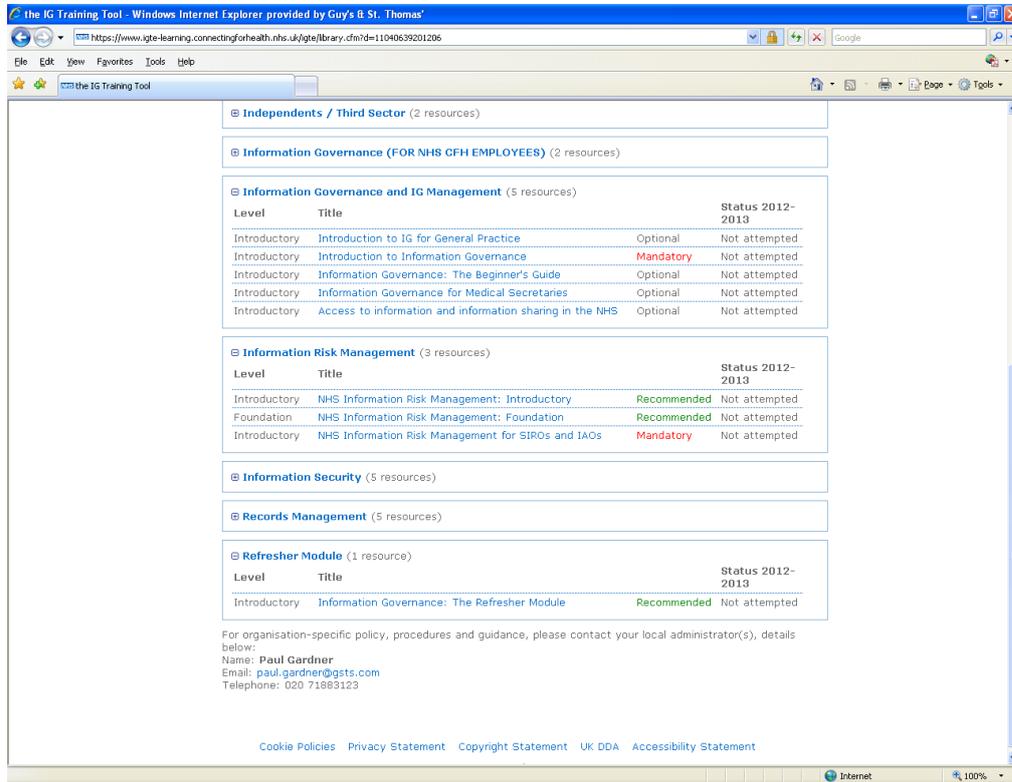
In order to demonstrate current IG competence, you must undertake annual assessments in those module(s) assigned to your role.

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For staff that are only required to complete a module from the **'Information Governance and IG Management'** group you may either retake the relevant module assessment or undertake the **'Refresher' module'** – you do NOT need to take both.

For staff whose role requires additional modules, these must be retaken. For example:



Level	Title	Status	Status 2012-2013
Introductory	Introduction to IG for General Practice	Optional	Not attempted
Introductory	Introduction to Information Governance	Mandatory	Not attempted
Introductory	Information Governance: The Beginner's Guide	Optional	Not attempted
Introductory	Information Governance for Medical Secretaries	Optional	Not attempted
Introductory	Access to information and information sharing in the NHS	Optional	Not attempted

For organisation-specific policy, procedures and guidance, please contact your local administrator(s), details below:
 Name: Paul Gardner
 Email: paul.gardner@gsts.com
 Telephone: 020 71883123

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Appendix 1. Viapath and IG training roles

Select your Viapath role below. When registering with (or updating) with the IG Learning Tool, enter the corresponding IG training role from list in order to be assigned the correct training module(s).

GSTS role	IG training role
Caldicott Guardian	Caldicott Guardian ¹
Corporate staff, not assigned elsewhere	Non Clinical staff
CQC 'Registered Manager' (unless a Divisional Manager)	Operational Manager/Support ¹
Directors, not assigned elsewhere	Director - Senior Manager - Other
Divisional Heads	IAO-Information Asset Owner ¹
Informatics staff	Non Clinical staff
Information Risk Manager/Security Officer	Information Risk Manager ¹
IT dept managers	Information Technology Management
IT staff, not assigned elsewhere	Non Clinical staff
Laboratory Governance/Quality Managers	IAA-Information Asset Administrator
Medical Secretary	Medical Secretary
Pathology Governance/Quality team	Information Governance Manager or support ¹
Pathology laboratory service staff, not assigned elsewhere (BMSs, clinical scientists, MLAs)	Non Clinical staff
Laboratory secretarial (also see 'Medical Secretary') or A&C staff	Admin/Clerical - Other
Service Heads	Operational Manager/Support ¹
SIRO-Senior Information Risk Owner	SIRO-Senior Information Risk Owner ¹

If you are unsure of your GSTS or appropriate IG training role, discuss with your line manager.

Should your role, area of operation or contact details change then you can update these in the "Your Profile" tab on the IG Training Tool website, as described in section 2.3.

¹ Role has 2 mandatory modules assigned.

Appendix 2. Frequently asked questions

Below are some typical questions, with answers:

Question	Answer
How often do I have to undertake assessments?	Currently, it is mandatory for all staff with access to personal information to be able to demonstrate continuing competence by passing annual assessments in their relevant IG module(s)
I've changed my role or area of work, what do I do?	Update your profile, as described in section 2.3. For your role – refer also to Appendix 1
I have already passed the relevant module(s) with another employer. Do I need to do them again?	Provided they were completed within 12 months they are still valid. However, in order for them to be validated for Viapath you must amend the organisation code in your profile to that for Viapath, as described in section 2.3
What is 'personal data' or 'information'?	Personal data means data which relates to a living individual who can be identified. ³
I can't remember my password for the IG Learning Tools website, what do I do?	Go to the IG Learning Tools homepage and click on the "Reset password" link. You will receive an email with your password. Your login name is your email address.
How can I get another copy of my certificate(s)?	Log onto the IG Learning site, select the 'Learning Tools' page, select the relevant module. At the bottom of the page you have an option to Save or Print your certificate.
Where should I keep my certificate(s)?	This will depend on your local management procedure for training records. As a minimum it is recommended to keep a copy (pdf) in your network drive. A paper copy could also be kept in your training/CPD portfolio.
I have successfully completed an assessment but the website shows that I haven't attempted or passed the module	Press the 'F5' key. If your record has still not been updated contact the Learning Tool via the 'Help' Tab, information required will be: your name, org code (8HN35), module title, date completed, pass mark. They should confirm in an email to you when this has been updated
Can I take the "Refresher" module instead of my mandatory module in the "Information Governance and IG Management" group?	Only if you have previously passed the mandatory module in this group.
I have passed the "Refresher" module. Do I need to take any other modules?	Only if your role has a mandatory requirement for other modules not in the "Information Governance and IG Management" group.

References

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- 1 Information Governance on the National Learning Management System
<http://www.electronicstaffrecord.nhs.uk/esr-projects/the-national-learning-management-system-olm-elearning/information-governance-on-the-nlms/>
 - 2 Some versions of Intranet Explorer prevent the updating of 'pages' (storing data). The use of this method ensures details are updated. If details have still not been updated then press the 'Cntl' + 'F5' keys in the "Your Profile" page. If still having problems, contact [author](#).
 - 3 The Data Protection Act, 1998, as amended.
More information can be obtained from the Information Commissioner's Office:
<http://www.ico.gov.uk/>