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Shared Services  
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# Frequently Asked Questions



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# Frequently Asked Questions

## Enrolment on the Framework

### Who does the Framework apply to?

The Framework applies to those HCSWs employed by NHS Wales supporting Registered Nurses and Allied Health Professions (AHP).

The AHP groups include Arts Therapies, Clinical Psychology, Dietetics, Occupational Therapy, Operating Department Practice, Orthoptics, Paramedics, Physiotherapy, Podiatry, Orthotics, Radiography, and Speech and Language.

It does not cover those supporting the Health Science Professions (i.e. biochemists, haematologists....) or Pharmacists. These groups are covered by the Modernising Scientific Careers programme.

### Why do I have to complete the Framework?

You need to complete the framework so that you are safe and confident in your HCSW practice. The Framework supports you in your practice and ensures that your employer supports your development in a manner which reflects the work that you do

### How will my Framework requirements be identified?

You will need to have your annual PADR with your manager, in order to review your position against the Framework and identify your training requirements. As preparation for this learning pathways are being developed and indicative pathways can be found on the Framework website.

If you are a new employee to NHS Wales you will commence the Framework pathway with Clinical Induction, during which time it would be good practice to undertake the Essential Skills assessment (if required).

## Framework Completion

### Is the Framework a requirement of my employment Terms and Conditions, as its requirements are not stated in my Job Description?

The framework was mandated by the Minister for Health and Social Services, for all new HCSWs from April 2016, and for all existing HCSWs from April 2018, so is now a part of all HCSWs Terms and Conditions. The Framework requirements will be included in new Job Descriptions as they are developed/reviewed.

### Do HCSWs employed on the Bank have to complete the Framework?

Yes. The Framework is mandated for all HCSWs including those working on the Bank, or temporary contracts.



## **Do HCSWs employed on the Bank have to complete the Clinical Induction?**

If the HCSW is new to the NHS he/she will have to complete the Clinical Induction as a part of the Framework. Existing Bank or Temporary Staff will not have to undertake this part of the Framework as they have already been introduced to the organisation.

## **Does everyone have to complete Clinical Induction?**

All new NHS HCSWs will have to complete the Clinical Induction programme; however existing staff are not being required to undertake the programme as they have already been introduced to the organisation.

## **Do all HCSWs need to complete the Framework?**

Yes, all HCSWs will be expected to complete the Framework, with all existing HCSWs registered on the relevant Framework pathway from April 2018.

## **Once I complete the Framework, will I get an automatic pay rise?**

No, the Framework is a requirement of your role and will not lead to an automatic pay rise. Some organisations may link Framework progression to your annual increments and Agenda for Change gateways, as a part of the PADR process.

Once I complete the Framework, will I get an automatic increase in my Banding?  
No, your Framework pathway reflects the minimum knowledge and skills required by your role to demonstrate competence in that role.

## **I have a Level 4 qualification, does this equate to Band 4 role?**

No, qualification and career levels do not directly equate to Banding Levels. Most roles have a mixed profile of skill and knowledge levels, which may range from Level 1 up to Level 4 (and possibly higher). The role banding reflects the knowledge, skills and responsibility required for the majority of the role.

## **What is the relationship between the Framework Levels and Agenda for Change Bandings?**

There is no direct link between the Frameworks academic levels and Agenda for Change bandings. Most roles have a mixed profile of skill and knowledge levels, which may range from Level 1 up to Level 4 (and possibly higher). The role banding reflects the knowledge, skills and responsibility required for the majority of the role.

## **Completion Timeframes**

### **How long will the Framework take?**

It is anticipated that a Framework pathway will take no more than a maximum of 2 years. Some programmes may be completed in as little as 9 months, depending on the size and level of the qualification.



## **How long will I have to complete the Framework?**

It is anticipated that a Framework pathway will take no more than a maximum of 2 years. Some programmes may be completed in as little as 9 months, depending on the size and level of the qualification. If you work part-time you may have longer to complete the pathway on a pro rata basis compared to your full-time colleagues.

## **How much of my own time will I be expected to use to complete the Framework?**

There is no set amount of study time allocated to the Framework at a national level. The amount of study leave available will need to be negotiated locally, in line with organisational policies and procedures. The attainment of a qualification or learning pathway will be of benefit to yourself and your employer.

## **How much study leave am I entitled to in order to complete the Framework?**

There is no set amount of study time allocated to the Framework at a national level. The amount of study leave available will need to be negotiated locally, in line with organisational policies and procedures

## **Who will pay for my Framework requirements?**

You will not be expected to pay for any education and training directly linked to your Framework pathway. Any additional personal development would need to be negotiated with your line manager at your annual PADR.

## **What will happen if I am off work for a period of time, for any reason such as sickness or maternity leave?**

Being off work for a period of time for reasons such as sick or maternity leave would be considered "extenuating circumstances" and an extension to your expected completion date should be agreed, reflecting the time away from work.

## **I only work part-time, will I have extra time to complete the Framework?**

It is anticipated that a Framework pathway will take no more than a maximum of 2 years. Some programmes may be completed in as little as 9 months, depending on the size and level of the qualification. If you work part-time you may have longer to complete the pathway on a pro rata basis compared to your full-time colleagues.

## **I am retiring within the next 2 years, do I have to enrol on the Framework?**

The framework was mandated by the Minister for Health and Social Services, for all new HCSWs from April 2016, and for all existing HCSWs from April 2018, so is now a part of all HCSWs Terms and Conditions. Therefore if you are retiring after 2018 you will be required to enrol on and complete the pathway.



## What support will I receive to complete the Framework?

You will be supported by:

- Funding the cost of your learning pathway
- Your line manager through the PADR process,
- Your learning and Education dept re registration onto the appropriate courses,
- Your tutor /assessor for any courses you are undertaking

## Framework Elements

### What are Essential Skills / ESiW?

Essential Skills are qualifications designed to assess the skills that HCSWs need for successful learning, employment and life. Essential Skills provides a single ladder of progression from Entry Level 1 to Level 3 in Communication (English/Welsh) , Application of Number (Maths), Digital Literacy .

### Why do I have to be assessed for / complete my Essential Skills?

Within the NHS patient/service user care is dependent on good levels of verbal and written communication, and the calculation of for example, fluid balance, cleaning solutions etc. HCSWs need to be at least Level 2 in Communication and Application of Number and Level 1 in Digital Literacy.

### Do I have to undertake Essential Skills if I have other English/Welsh, and Maths qualifications?

No, provided the qualifications are at a minimum of Level 2, for example, Level 2 Key Skills, or GCSE English and Maths grades A-C.

## Are the credits from the Clinical Induction counted towards the minimum credit requirements for each Career Level?

No, but the evidence of your learning from the programme can be used as evidence towards larger units/ qualifications.

## Continuing Professional Development

### Why do I need to undertake 20 hours of CPD every 3 years, after I have achieved the Framework?

Once you have completed the Framework you will need to stay up to date with current practice to maintain your competence. The 20 hours over each 3 year period supports this updating. It also allows you to develop further personally and professionally with the support of your line manager through the PADR process.

### Why do I need to keep a Portfolio?

A portfolio enables you to demonstrate what you have learnt, and how you have developed over time. It will provide evidence for your annual PADR, as well as evidencing the required 20 CPD hours over each 3 year period. The portfolio can also be used as evidence towards some qualifications.



## Career Progression

### What will happen if I change my job?

If you change your job, then your new line manager will review the elements of the Framework you have completed, as they relate to your new role. If there are any gaps then you may need to complete some additional units, but you will not be required to repeat any training that you completed in your last job.

### What will happen if I change employers?

It is planned that as long as you are employed by the NHS, your training records will transfer with you via ESR. Currently you need to inform your old and new organisations that you wish your records to transfer with you. your new line manager will review the elements of the Framework you have completed, as they relate to your new role. If there are any gaps then you may need to complete some additional units, but you will not be required to repeat any training that you completed in your last job.

### What will happen if I fail to complete the Framework?

This is unlikely to happen as you will be supported to complete the Framework, however if you are not able to demonstrate that you have gained the knowledge and skills required despite having all appropriate support then this will need to be followed up using your organisation's capability policy.

The Framework requirements reflect the competency set required for your role.

### What will happen if I refuse to undertake the Framework?

Your employer will be offering you the training to support you in your role and personal development, if you refuse to undertake the Framework you will be in breach of NHS regulations, and this would be addressed through the capability policy.

## Recognition of Prior Learning (RPL)

### What about the qualifications I have already achieved, will they count towards the Framework?

Any qualifications or parts of qualifications that you hold will need to be reviewed by your line manager against your Framework requirements. You will only need to complete any identified missing elements. If you have met all of the Framework requirements then you would need to negotiate your CPD requirements with your line manager. There should be no repetition of learning/training.

### My qualifications are not listed on the Framework, will they count?

Any qualifications or parts of qualifications that you hold will need to be reviewed by your line manager against your Framework requirements. You will only need to complete any identified missing elements. If these elements are a significant part of the required qualification, then the work already completed can be used as evidence towards the required qualification using Recognition of Prior Learning or Credit transfer.

If you have met all of the Framework requirements then you would need to negotiate your CPD.



## **What about training that I previously completed, but did not receive credit for?**

Previous training will need to be evidenced and demonstrated using Recognition of Prior Learning procedures. This will prove you have the knowledge, skills and competence required for your role, and give you the academic recognition for this.

## **Is there an All Wales Recognition of Prior Learning policy or Procedure?**

There is currently no All Wales Recognition of Prior Learning policy or procedure, although work is underway to develop All Wales Guidance.

## **Where do I find guidance about the Recognition of Prior Learning process?**

You will need to contact your local HCSW Learning and Education Department, or education provider.

## **Whose responsibility is it to request / undertake Recognition of Prior Learning?**

It is a joint responsibility between, HCSW, line manager and the Learning and Education department.

## **Quality Assurance of the Framework**

### **How will the transferability of the Framework elements be guaranteed?**

Many of the required programmes are being developed collaboratively across NHS Wales. This helps to provide a consistent standard, together with the external quality assurance of accredited qualifications.

## **How will the quality and standard of the Framework elements be maintained?**

NHS Wales will hold Standardisation Events for all organisations to share examples of completed evidence for accreditation. This will ensure that all of NHS Wales is assessing at the same standard.

## **Infrastructure and Access**

### **I do not have a login for any work computers?**

It is the policy of NHS Wales that all staff should have NADEX logins, if you do not have a NADEX login you should ask your manager and/or IT dept to arrange for one to be issued.

### **I cannot use a Computer?**

You should ask your Learning and Education department about undertaking the Digital Literacy Essential Skills programme. This programme will develop your ability to use a computer effectively and safely, in both your professional and personal life.

### **There are not enough computers in my clinical area?**

Many of the Health Boards have computers in libraries and for loan from Corporate Nursing / Learning and Development departments. Access sessions may be bookable through the relevant departments as per local policies and procedures.





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## Contact

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