



# **ETD Practitioner Development**

**Title of Post – Senior Trainer**

**Issue 4.0 – Final**

24 March 2011 – updated 16 January 2015 with link to National Occupations Standards  
9 August 2016 – re-branded to NHS Digital  
17 October 2019- KSF references removed

## Senior Trainer

Responsibilities	Knowledge & Skills	Outcomes
<ul style="list-style-type: none"> <li>Assessment of training needs</li> </ul>	<ul style="list-style-type: none"> <li>Specialist knowledge of the relevant local care setting(s) and organisation(s)</li> <li>Specialist knowledge and application of assessment techniques</li> <li>Analytical skills</li> </ul>	<ul style="list-style-type: none"> <li>The training programme reflects the need of the individual and the organisation,</li> </ul>
<ul style="list-style-type: none"> <li>Plan training interventions</li> </ul>	<ul style="list-style-type: none"> <li>Advanced knowledge of the resources required for training interventions</li> <li>Knowledge of planning training interventions</li> </ul>	<ul style="list-style-type: none"> <li>Training correctly resourced and planned</li> </ul>
<ul style="list-style-type: none"> <li>Lead in the design, development and adaptation of training materials and resources</li> </ul>	<ul style="list-style-type: none"> <li>Expert knowledge in designing and producing training materials based on the organisation's and the individual's needs</li> <li>Full understanding of business processes and the ability to incorporate these into training materials</li> <li>Team leadership skills</li> <li>Influencing skills</li> </ul>	<ul style="list-style-type: none"> <li>Effective training materials and resources produced and quality assured by the organisation</li> <li>A wide range of delivery methods have been considered and used as appropriate</li> </ul>
<ul style="list-style-type: none"> <li>Design, deliver and support end user training in line with local business processes</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate a range of delivery skills using the agreed learning and development methods and approaches</li> <li>Application of training design</li> <li>Classroom management</li> <li>Planning and reviewing skills</li> <li>Knowledge of legislation, policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>End users have the competence to use the system effectively</li> <li>Accurate record of attendance</li> <li>Staff are supported in practice</li> <li>Training adheres to Information Governance policy</li> <li>Fit for purpose training solution</li> <li>Co-ordinate floor walking, on-site, go-live and post live support</li> </ul>
<ul style="list-style-type: none"> <li>Design, perform and analyse assessment and evaluation of end user training</li> </ul>	<ul style="list-style-type: none"> <li>Application of assessment and evaluation methodologies (Kirkpatrick levels 1, 2 &amp; 3)</li> <li>Ability to analyse and report assessment and evaluation results</li> </ul>	<ul style="list-style-type: none"> <li>Accurate record of outcomes</li> <li>Training sessions are quality assured</li> <li>End users have met their course objectives</li> <li>Revised and improved training programmes</li> </ul>
<ul style="list-style-type: none"> <li>Design, deliver and support e-learning as part of a training programme</li> </ul>	<ul style="list-style-type: none"> <li>Understand the appropriate use of e-learning techniques.</li> <li>Identify and implement blended and e-learning opportunities within the training programme</li> <li>Plan, design, produce, and deliver blended and e-learning interventions</li> <li>Ability to assist in the development of e-learning materials</li> <li>E-tutoring skills</li> </ul>	<ul style="list-style-type: none"> <li>Effective e-learning materials and blended learning interventions are in place to meet individual needs</li> <li>Effective and active on-line communities of practice</li> </ul>

Responsibilities	Knowledge & Skills	Outcomes
	<ul style="list-style-type: none"> <li>Implementation and management of on-line communities of practice</li> </ul>	
<ul style="list-style-type: none"> <li>Manage training projects</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of project implementation and monitoring in accordance with a project plan</li> <li>Knowledge of resources required for the project</li> <li>Knowledge of managing risks, issues and contingencies</li> <li>Knowledge of a recognised project management methodology (e.g. PRINCE2)</li> </ul>	<ul style="list-style-type: none"> <li>Successful implementation of a project or project milestones</li> </ul>
<ul style="list-style-type: none"> <li>Supervise the work of a team</li> </ul>	<ul style="list-style-type: none"> <li>Full understanding of internal organisational recruitment and selection processes</li> <li>Line management skills</li> </ul>	<ul style="list-style-type: none"> <li>An effective and motivated team of individuals</li> </ul>
<ul style="list-style-type: none"> <li>Invigilation and examination</li> </ul>	<ul style="list-style-type: none"> <li>Application of invigilation and examination techniques</li> <li>Knowledge of exam policies and procedures</li> <li>Knowledge of audit procedures</li> </ul>	<ul style="list-style-type: none"> <li>Accreditation by awarding body</li> </ul>
<ul style="list-style-type: none"> <li>Supervise the configuration of the training environments</li> </ul>	<ul style="list-style-type: none"> <li>Expert knowledge of the local care setting(s), data definitions and patient pathways</li> <li>Expert in the relevant product(s) and applications</li> </ul>	<ul style="list-style-type: none"> <li>Trainers are suitably supported to complete the configuration</li> <li>Training environments configured</li> <li>Completion of relevant training</li> </ul>
<ul style="list-style-type: none"> <li>Participate in local acceptance testing</li> </ul>	<ul style="list-style-type: none"> <li>Expert knowledge of the local care setting(s), data definitions and patient pathways</li> <li>Expert in the relevant product(s) and applications</li> <li>Knowledge and understanding of business processes</li> </ul>	<ul style="list-style-type: none"> <li>Completion of relevant testing</li> </ul>
<ul style="list-style-type: none"> <li>Personal and professional development</li> </ul>	<ul style="list-style-type: none"> <li>Application of reflective practice</li> <li>Use of peer review techniques</li> <li>Research skills</li> <li>Critical appraisal skills</li> <li>Mentoring skills</li> <li>Knowledge of best practice in learning and development</li> </ul>	<ul style="list-style-type: none"> <li>Maintain and improve skills</li> <li>Sharing best practice</li> <li>Become a local point of reference</li> </ul>

Personal qualities and soft skills		
<ul style="list-style-type: none"> <li>Planning skills</li> <li>Change management skills</li> <li>Excellent communication skills</li> <li>Listening skills</li> </ul>	<ul style="list-style-type: none"> <li>Facilitation skills</li> <li>Influencing skills</li> <li>Mentoring skills</li> <li>Motivational</li> </ul>	<ul style="list-style-type: none"> <li>Negotiation skills</li> <li>People skills</li> <li>Team leadership skills</li> </ul>