



# **ETD Practitioner Development**

**Title of Post - 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

## 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>Appreciation of the full range of care setting(s)</li> <li>Knowledge and understanding of assessment techniques</li> <li>Analytical skills</li> <li>Written communications skills</li> </ul>	<ul style="list-style-type: none"> <li>Training needs are understood and incorporated into the training programme</li> </ul>
<ul style="list-style-type: none"> <li>Plan training interventions</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the resources required to support training interventions</li> <li>Knowledge of systems or applications</li> <li>Knowledge of planning training interventions</li> <li>Knowledge and understanding of a full range of delivery methods (Blended learning)</li> </ul>	<ul style="list-style-type: none"> <li>Training correctly planned and resourced</li> </ul>
<ul style="list-style-type: none"> <li>Develop and adapt training materials and resources</li> </ul>	<ul style="list-style-type: none"> <li>Ability to design and produce training materials based on the organisation's and the individual's needs</li> <li>Knowledge and understanding of business processes</li> <li>Ability to incorporate business processes into training materials</li> <li>Excellent communication skills</li> </ul>	<ul style="list-style-type: none"> <li>Effective training materials and resources that have been quality assured by the organisation</li> </ul>
<ul style="list-style-type: none"> <li>Deliver and support end user training</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the learning cycle and different learning styles</li> <li>Demonstrate a range of delivery skills using the agreed learning and development methods and approaches</li> <li>Classroom management</li> <li>Knowledge of learning delivery techniques (e.g. coaching, mentoring, e-learning, face to face etc)</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 or application effectively</li> <li>Accurate record of attendance</li> <li>Staff are supported in practice</li> <li>Training adheres to Information Governance policy</li> <li>Provide post training support (e.g. floor walking, on-site, go-live and post live support)</li> </ul>
<ul style="list-style-type: none"> <li>Design and perform 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 &amp; 2)</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> </ul>
<ul style="list-style-type: none"> <li>Deliver, support and assist with the design of 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>Knowledge of planning design, production and delivery of blended interventions</li> <li>Knowledge of e-learning resources and approaches</li> <li>E-tutoring skills</li> </ul>	<ul style="list-style-type: none"> <li>Blended and e-learning opportunities within the training programme are identified</li> <li>Effective e-learning materials and interventions are in place to meet individual needs</li> <li>Supported on-line communities of practice</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> </ul>	<ul style="list-style-type: none"> <li>Accreditation by awarding body</li> </ul>
<ul style="list-style-type: none"> <li>Participate in local</li> </ul>	<ul style="list-style-type: none"> <li>An appreciation of the relevant care setting(s), data definitions and</li> </ul>	<ul style="list-style-type: none"> <li>Completion of relevant testing</li> </ul>

Responsibilities	Knowledge & Skills	Outcomes
acceptance testing where appropriate	patient pathways <ul style="list-style-type: none"> <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>• Configuration of the training environments</li> </ul>	<ul style="list-style-type: none"> <li>• Expert in the relevant product(s) and applications, including system administration knowledge</li> <li>• An appreciation of the relevant care setting(s), data definitions and patient pathways</li> </ul>	<ul style="list-style-type: none"> <li>• Training environments configured</li> <li>• Completion of relevant training</li> </ul>
<ul style="list-style-type: none"> <li>• Personal and professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Reflective practice</li> <li>• Use of peer review techniques</li> <li>• Research skills</li> <li>• Critical appraisal 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>• Able to adapt to change</li> <li>• Approachable</li> <li>• Confident</li> <li>• Diplomatic</li> </ul>	<ul style="list-style-type: none"> <li>• Enthusiastic</li> <li>• Flexible</li> <li>• Influencing skills</li> <li>• Listening skills</li> </ul>	Negotiation skills Patient Positive attitude Self-motivator