



ETD Practitioner Development

Title of Post - Training Manager

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

Training Manager

Responsibilities	Knowledge & Skills	Outcomes
<ul style="list-style-type: none"> Develop and plan the training strategy and contribute to the overall organisation business objectives 	<ul style="list-style-type: none"> Strategic view of the NHS and organisation-specific IT systems Ability to interpret national and other relevant training strategies to plan training implementation accordingly Strategy and planning skills Specialist knowledge and understanding of learning and development techniques Understanding of the organisation's business objective 	<ul style="list-style-type: none"> Successful production and implementation of the training service's strategy and plan in line with the organisation's business objectives
<ul style="list-style-type: none"> Manage Stakeholders 	<ul style="list-style-type: none"> Ability to identify, develop and manage relationships (internal and external) Management of quality assurance process Advanced communication skills Negotiation and influencing skills Marketing skills 	<ul style="list-style-type: none"> Effective relationships Buy-in from stakeholders
<ul style="list-style-type: none"> Design, collate and report training needs 	<ul style="list-style-type: none"> Appreciation of the full range of care setting issues Application of assessment and evaluation techniques Analysing skills Written and verbal communications skills (inc. report writing) 	<ul style="list-style-type: none"> Develop a fit for purpose training needs analysis The design of the training programme meets the needs of the target audience and is in line with strategic objectives
<ul style="list-style-type: none"> Manage the delivery, support and review of end user training in line with local business processes 	<ul style="list-style-type: none"> Advanced knowledge of delivery techniques and development methodologies Application of assessment and evaluation techniques Knowledge of legislation, policies and procedures Planning and reviewing skills Ability to plan and support floor walking, on-site, go-live and post live support Statistical, analytical and reporting skills Benefit management skills 	<ul style="list-style-type: none"> The workforce has the competence to use the learning effectively Accurate record of attendance and assessment outcomes Trainers have the competence to train and use the system effectively Staff are supported in practice Training adheres to Information Governance policy Training programmes are aligned with local business processes Organisational benefits are realised

Responsibilities	Knowledge & Skills	Outcomes
<ul style="list-style-type: none"> Manage the training process 	<ul style="list-style-type: none"> Ability to carry out complex planning for training implementation and programmes Knowledge of designing and producing training materials and processes Identification, evaluation and procurement of external training solutions Knowledge and understanding of business processes 	<ul style="list-style-type: none"> Effective training materials and resources produced and quality assured by the organisation Business processes are incorporated into learning and development programmes
<ul style="list-style-type: none"> Carry out evaluation and performance monitoring 	<ul style="list-style-type: none"> Identify and apply appropriate evaluation tools Ability to analyse and report on training activity as required by management/customers 	<ul style="list-style-type: none"> Timely/regular reports submitted to managers/customers Results of evaluation are used to improve the quality of the training service
<ul style="list-style-type: none"> Manage the design, delivery and support of e-learning as part of a blended training programme 	<ul style="list-style-type: none"> Identify and implement blended and e-learning opportunities within the training programme Manage the appropriate use of e-learning interventions Manage the planning, design, production, and delivery of e-learning interventions Ability to specify and source e-learning materials and approaches Assess and evaluate the effectiveness of blended and e-learning interventions for individuals and teams Management and knowledge of e-tutoring Implementation and management of on-line communities of practice 	<ul style="list-style-type: none"> Effective e-learning materials and interventions are in place to meet individual needs Effective and active on-line communities of practice
<ul style="list-style-type: none"> Manage invigilation and examination 	<ul style="list-style-type: none"> Knowledge of exam policies and procedures Application of grievance and complaints procedures Audit skills 	<ul style="list-style-type: none"> Continuing accreditation by awarding body
<ul style="list-style-type: none"> Manage resources and budgets 	<ul style="list-style-type: none"> Knowledge of financial processes within the organisation and Standing Financial Instructions Interpretation of budget information Business case development (in relation to funding) Ability to cost training (in the context of income generation for e.g. SLAs) 	<ul style="list-style-type: none"> Effective budget management Accurate financial reporting

Responsibilities	Knowledge & Skills	Outcomes
<ul style="list-style-type: none"> Manage projects 	<ul style="list-style-type: none"> Knowledge of project development and implementation in accordance with a project plan Knowledge of resources required for the project and how these should be monitored Knowledge of managing risks, issues and contingencies Recognised project and programme management skills and methodologies 	<ul style="list-style-type: none"> Successful implementation of a project or project milestones
<ul style="list-style-type: none"> Manage and lead teams 	<ul style="list-style-type: none"> Lead, manage and develop individuals and team to ensure successful training outcomes Manage the performance of team members Manage recruitment and selection of team members Knowledge of the roles and responsibilities of team members Development of the aims and objectives of the team within the wider organisational strategy Allocation of work to individuals and review progress Motivate team members Influencing skills 	<ul style="list-style-type: none"> An effective and motivated team that meets organisational requirements and understands the strategic objectives
<ul style="list-style-type: none"> Support local acceptance testing 	<ul style="list-style-type: none"> Appreciation of the full range of care setting issues, data definitions and patient pathways Knowledge of relevant product(s) and applications Knowledge and understanding of business processes 	<ul style="list-style-type: none"> Completion of relevant testing
<ul style="list-style-type: none"> Personal and professional development 	<ul style="list-style-type: none"> Reflective practice Use of peer review techniques Knowledge of best practice in learning and development Research skills Critical appraisal skills Mentoring and coaching skills 	<ul style="list-style-type: none"> Maintain and improve skills Sharing best practice Become a local point of reference

Personal qualities and soft skills		
<ul style="list-style-type: none"> Analytical skills Change management skills Communication and listening skills Conflict management skills Diplomatic 	<ul style="list-style-type: none"> Facilitation skills Influencing and negotiation skills Interpersonal skills Leadership skills Mentoring skills 	<ul style="list-style-type: none"> Motivational skills Organisational skills People skills Team leadership skills