

Important news regarding the NHS IG Training Tool

Dear IG Training Tool Administrator,

The current NHS IG Training Tool (IGTT) was developed some years ago to provide annual IG awareness training. Originally for NHS staff only, the scope was extended to include other organisations that provide care, support and treatment to NHS patients, and for those staff who otherwise had access to NHS patient data.

In recent years, we have had to restrict the number of organisations that have access to the IGTT e-learning to ensure that a good learning experience remained in place for the circa 750,000 registered learners. Concurrently, we lifted the mandate to use the IGTT, enabling many organisations to create their own in-house learning.

The IGTT is now reaching the end of its life and we have for some time been researching alternative methods of providing access to centralised training. Additionally, the CareCERT service delivered by NHS Digital has been exploring solutions for data security e-learning content.

Following Government Digital Services and Department of Health guidance, we are delighted to announce that we are working with Health Education England on the development of a new home for awareness training via the e-Learning for Healthcare website.

This will provide a single 'front door' for health and care to access a range of dynamic content to ensure all staff can ensure patient data is shared appropriately and kept secure from threats to confidentiality, integrity and availability.

The rationale for change

Moving to a new platform will also provide an opportunity to develop brand new content and to refresh and update existing learning materials.

A new e-learning module has been developed that takes into account the Data Security Standards within the [Review of Data Security, Consent and Opt-Outs](#) carried out by the National Data Guardian for Health and Care.

It incorporates best practice messages with the key themes of the value of health and care data, legal obligations, appropriate information sharing and data security.

The module aims to:

- Provide practical steps staff should take to ensure data is protected and used appropriately.
- Assist staff to recognise when they need to seek assistance.
- Help staff recognise common 'hacks' and tricks used to steal health and care data.

Additional optional content is also being developed, and we will be working with the Information Governance Alliance and key stakeholders, such as the Strategic IG Networks, the UK Caldicott Guardian Council and others, to ensure that the learning developed is relevant and provides staff with training appropriate to their role.

An evolving picture

In the past, data breaches have tended to focus on data being lost or misplaced by staff.

The new cyber security related theme throughout our new courses will introduce the concept of data, information or records being stolen or used to extort people.

The intent is then to develop additional materials to cover:

- Courses specific to the working environment, for example working in a small organisation, such as a care home or a general practice, on what a busy part time lead needs to know.
- Optional starter content to promote key terms used in mandatory training courses. This material can be used for local campaigns to help learners understand key terms, for example strong passwords, phishing emails/websites.
- Senior Information Risk Owners and Caldicott Guardians - role and responsibilities, information sharing, management of information risk, managing and reporting incidents.
- Board members - accountabilities and assurances required, e.g. appointment of appropriate people in key roles, annual reporting requirements.

Next steps

As you will appreciate, the development of e-learning products takes time and we envisage that the new module will be ready early next calendar year, enabling the IGTT to be decommissioned on 31 December 2016.

A PowerPoint presentation and workbook based on the new materials will also be created and made available via the IG Toolkit.

Once the IGTT site is decommissioned, IGTT training reports and certificates will be available on request via the IGTT Helpdesk at ssd.ig-trainingtoolhelpdesk@nhs.net.

To reduce the impact on the Helpdesk, please encourage your staff to print out their certificates before the site is closed.

New certificates will be available via eLearning for Healthcare after course completion.

The following Q&A may provide some further clarity:

1. What does this mean for organisations using the IGTT to train their staff, and for their version 14 IG Toolkit assessment?

Where, during the version 13 assessment period (01/04/2015 - 31/03/2016), staff have already completed one of the following IGTT modules:

- Introduction to Information Governance (the NHS, GP, dental practice or community pharmacy version)
- IG Refresher module
- Beginner's Guide to IG

Our advice is that these staff do not need to receive further awareness training until 2017/18. These staff can be considered as trained for IGT version 14 assessment (2016/17) purposes, though organisations may choose to have staff undertake training using the new module when it becomes available.

New staff must be trained on joining using the new module or alternative local materials.

Note that these changes only relate to the general IG training that all staff have undertaken for a number of years. Any new training requirements introduced by the Department of Health (DH) during 2016/17 may require separate action.

2. What does this mean for organisations that currently use alternative local materials to train their staff?

Where organisations have produced local training that is equivalent to the IGTT materials, they can take advantage of the option above, i.e. if staff have been trained during the version 13 assessment year, they need not be trained again until 2017/18.

BUT once the new e-learning is available, if organisations wish to continue using local materials they must:

- Update the local training to take account of any new messages / DH Policy contained within the new e-learning; or
- Require staff to take the new e-learning module until such time as the local training can be updated.

3. What happens next?

We will provide further updates when:

- The PowerPoint presentation and workbook are available on the IG Toolkit.
- The date for release of the new e-learning module has been agreed.

4. How will organisations be able to access the new learning?

- The preferred route for NHS Trusts will be via the Electronic Staff Record (ESR) system, as new modules will be available via this route.
- Staff in Trusts that do not use ESR and NHS contractors (general practices, community pharmacies, NHS dental practices and NHS eyecare providers) will be able to self-register to access new modules via the e-Learning for Healthcare website.
- Local Authority staff will be able to register via OpenAthens.

- All learners have to be registered with an email address. Staff that do not have a work email address will need to have a personal email address verified by their employer, who will then register the learner.
- Where organisations wish to register large numbers of learners, there will be a bulk upload process to enable organisations to register all or some of their staff at once.

5. Will there be a helpdesk service available for the new site?

Yes, the point of contact for learners accessing the e-Learning for Healthcare (e-LfH) site directly will be through the e-LfH Service Desk, which will be open Monday - Friday from 9:00am to 5:00pm. The Service Desk will be contactable via: Online Support Form <http://www.e-lfh.org.uk/support/>; online chat; and by email at support@e-lfh.org.uk

As with the IGTT Helpdesk, there will be no phone support.

Where learners accessing materials via ESR require support, this will continue to be provided through the local ESR teams within their own organisation.

6. Additional information

If you have any queries regarding the content of this communication, please contact the Exeter Helpdesk at exeter.helpdesk@nhs.net and mark your enquiry for the attention of IGTK service.

Queries regarding access to IGTT certificates and training reports should be sent to the IGTT Helpdesk at ssd.ig-trainingtoolhelpdesk@nhs.net.