

## Information Governance Training 2010/11

The NHS Information Governance Training Tool (NHS IGTT) is a free, online training resource (accessible via any Internet connection) produced by the Department of Health (DH) for the NHS and its partner organisations. The advantage of a centrally provided e-learning solution is that content is quality assured and is kept up to date so that users are informed of any changes to national IG policy or to legislation.

Organisations that have fully implemented the National Learning Management System associated with the Electronic Staff Record cannot currently access NHS IGTT content via the ESR. Technical options for supporting this are being piloted during 2010/11 for roll out in 2011/12. Organisations should not delay their engagement with the NHS IGTT during 2010/11 as the ESR enabled access is unlikely to be delivered this year.

IG training and awareness was a key requirement of the Cabinet Office Data Handling Review 2008 and lack of IG training provision continued to be a concern in the Care Quality Commission study of IG processes in 2009. The NHS Operating Framework 2010/2011 therefore contains a requirement for annual basic IG training to be provided through the NHS IGTT. A simple annual refresh module is planned for release in December 2010.

To attain level 2 on requirement 8-112 in the IG Toolkit, **95% of your workforce (including all permanent staff and staff on temporary contracts of more than 3 months) must have received basic IG training utilising the NHS IGTT.** This applies to employed staff, contracted staff, volunteers, temporary staff, students etc.

However, your organisation might find it more practical to ensure that locums, bank staff and students are provided with IG training by the organisation they work through or study with (eg agency, deanery or university). These organisations should be encouraged, or contractual agreements made, to provide IG training via the NHS IGTT. This will enable you to request evidence of training in the form of reports from the organisation and certificates of attainment from the individual.

Staff in the categories below **must** initially work through the relevant module, marked as mandatory in the NHS IGTT, and pass the accompanying assessment:

- All staff with routine access to personal information - '**Introduction to Information Governance**'
- All other staff - '**Information Governance - The Beginner's Guide**'

Staff who have already completed their initial training (one of the two modules above) can repeat this training but are recommended to wait and to take the refresh module when it becomes available.

The NHS IGTT Support Service is available to help and support you and your staff in making the most of the NHS IGTT. If you require further assistance, contact us Monday to Friday 9am till 5pm at:

- Email: [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net)
- Tel: 01392 251289

Based on a number of frequently asked questions received via the NHS IGTT Support Service, some helpful tips for ensuring successful NHS IGTT implementation across your organisation accompany this briefing.

## **Top tips for successful NHS IGTT implementation**

**Ensure that your organisation is registered on the NHS IGTT website.** If after trying a search by organisation name or ODS code, your organisation cannot be found on the list contact the Exeter Helpdesk.

**To ensure that your staff have a successful training experience, before they register or use the NHS IGTT, you should:**

- Provide them with basic IT training beforehand as some staff will have minimal or no IT skills, so asking them to use a computer could initially be quite daunting.
- Display the contact details of the NHS IGTT Administrator so that staff know who to contact for assistance and where to direct questions about local policies, procedures and recommended learning.
- Set up the 'Organisational Departments' drop down list to assist with your reporting.
- Provide clear instructions on how to register, which includes providing them with:
  - the organisation code;
  - information about the different ways of registering - by email or onscreen;
  - the correct format for the organisation's email addresses, if they are to register in this way;
  - emphasise the correct way to form a password (ie at least 6 characters, at least one of each of upper case, lowercase, number and a symbol).
- Explain which modules they should be completing.
- Provide advance notice if you are intending to bulk upload users, as they will receive a user name and password and may not know what it is for. Ensure that the email addresses are correct and valid before uploading.

If you are the NHS IGTT Administrator for your organisation, more detailed information can be found in the NHS IGTT Administrator's Guide. To view this log into the IGTT>Go to 'Learning tools' tab>Click on 'Administrator area' link>Click on 'Administrator Guide'.

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**Department of Health Informatics  
Policy and Planning  
Information Governance Team**