



# eHealth Training & Development

## Further Education and Training Guidelines



# eHealth

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PUTTING LEARNING INTO ACTION

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# Introduction eHealth – Further Education and Training Guidelines

eHealth face immense challenges going forward in order to deliver on the eHealth Ireland Strategy and support the delivery of Sláintecare, Health Services People Strategy 2019-2024 and other National priorities.

**Sláintecare Action Plan 2019: Workstream 3: Teams of the Future** emphasis the need to drive skills optimisation, support team-based working, build leadership capabilities and competence of staff within their jobs.

In tandem with this the three key areas of the **Health Services People Strategy 2019-2024** cite:

1. Collective Leadership
2. Exceptional Talent
3. Excellent Capability

Moreover, the principal outcome of **Priority 3 Capability and Talent** – invest in people and teams emphasises the need for:

*“A culture that prioritises learning and development to ensure we have the capability and capacity at individual and team levels to confidently deliver person-centred care, problem solve and innovate.”*

The strategy clearly highlights the continuous focus on all staff development and the significant role that our staff can play in making change happen.

eHealth believe that the continuous development of its staff is critical ingredient towards the delivery of the HSEs vision, mission and purpose and ultimately national reforms. Therefore, a key component of eHealth strategic vision for 2021 and beyond will focus on building the capacity, capability and competencies required for a future modernised Health Service.

Professional development is the responsibility of both the individual and the manager/supervisor. This is achieved by working together to exchange information relating to developments within the eHealth and identifying education and training requirements to ensure a quality service delivery. The preferred method for achieving this is through the formation of the HSE Performance Achievement (**PA**) - Professional Development Plan Personal Development Plans (PDP) (**see Appendix I**) between the manager and employee.

Training and continuing education is supported by a number of methods:

- eHealth annual Training Prospectus
- eHealth HSELand
- HSE Leadership Academy
- Local education initiatives/extern/in-service training and education.
- eHealth Funding support for formal academic study as relevant to their role. (**see Appendix III**)

Staff who identify training and their line managers who provide sponsorship for their training should do so in line with Service/Operational Plans, National strategies and the HSE Performance Achievement process.

The recommendation of programmes of education and training by staff and managers is central to the future planning of development programmes. To this end the Business Operations team welcomes contributions and submissions from staff and managers, contact us at [eHealth.Training@hse.ie](mailto:eHealth.Training@hse.ie)

There is a need for equity in the way in which:

- Applications are dealt with.
- Places are allocated.
- Support is provided.

These guidelines apply to all staff and are designed to support those making application for places or funding and those processing the applications.

The guidelines indicate the course categories, eligibility, study leave/leave to attend, selection criteria, expenses and the application process.

They apply to regionally organised courses as well as recognised and accredited third level courses. The guidelines can be used to inform managers and individuals of support systems available for continuing education and training.

Joyce Shaw  
Chief of Staff



## eHealth Further Education and Training Guidelines

The continuous development of staff must be related to job requirements, performance, service and organisational needs. Such continuous development should be facilitated through the HSE Performance Achievement Process.

The following guidelines have been designed to give staff and manager's information and support on how to access training and education. The guidelines are divided as follows:

1. Statutory and Mandatory Training
2. eHealth In-house Training
3. Third Level Education
4. eHealth Prospectus Programme and National and Regional Courses
5. Extern/In-service/Local Initiative Training/Education
6. External Training via a Third Party

### Statutory and Mandatory Training

eHealth staff must be facilitated to attend any statutory and mandatory training – i.e. training that is either explicitly required in legislation (statutory) or considered by the HSE to be necessary (mandatory) to ensure, so far as is reasonably practicable, the safety, health and welfare at work of employees and others.

The Policy on Statutory Occupational Safety and Health Training (2016) outlines the role and responsibilities of all managers / supervisor and employees in relation to providing and attending statutory occupational safety and health training. Where there are specific references to occupational safety and health training, the line manager is required to carry out risk assessments and identify any controls required in accordance with the Principles of Prevention; and make local arrangements for the provision of/access to training within reasonable timescales. Risk assessments and control programmes must be reviewed at least annually (HSE Statutory Occupational Safety and Health Training Policy 2016).

Line managers must ensure that the occupational safety and health training needs of employees are recorded. This information shall inform and contribute to the local occupational safety and health training programme as required under the HSE Statutory Occupational Safety and Health Training Policy.

Access too many of our statutory and mandatory training is available via HSELand.

<https://www.hseland.ie/dash/Account/Login>



### eHealth in-house training

Where possible training and development needs will be supported within the organisation, maximising on in-house skills and expertise. Where the resources or specialist skills are not available, external training may be procured in accordance with HSE National Financial Regulations. This will be the decision of the Chief Information Officer or an Assistant National Director in eHealth. Where such needs are identified by staff

and line managers through the HSE Performance Achievement process, submissions outlining the training requirement should be forwarded to the Business Operations team at [eHealth.Training@hse.ie](mailto:eHealth.Training@hse.ie) to assist us with future planning of education and training.

## Third Level Education – General Guidelines

Third level education refers to programmes of education provided by a recognised institution leading to a Certificate, Diploma, Degree or Post-graduate qualification.

### Eligibility

- Any Third Level funding initiative must apply **only** to HSE employees working for a period of not less than 12 months.
- Programmes of education must be relevant, appropriate and beneficial to service delivery as agreed between the manager and the individual through the HSE Performance Achievement process.
- Any previous financial support to an individual for third level education should be a consideration.
- Only one course per person per year can be supported.
- Application for funding support should have the Training Budget holders' approval. This is to ensure continuity of service and ensure financial resource requirements are available.

### Study Leave

As per the HSE Guideline on Terms and Conditions of Employment March 2017 study leave maybe granted as follows:

- Paid study leave may be granted to employees in respect of third level courses and examinations, subject to the standard arrangements governing the grant of leave generally. And provided the costs can be accommodated by the employee's line manager within their approved financial allocation.
- The granting of study leave may be considered for Bachelor, Master, Diploma and other third level courses in subjects relevant to the employee's area of work, as agreed with and approved by the line manager through the HSE Performance Achievement process.
- Employees pursuing primary degree courses in their own time maybe allowed up to ten days' study leave with pay, over the full duration of the course. This is dependent on obtaining prior agreement with their line manager and in line with service deliver.
- Employees should be supported with choice regarding spreading the leave over the various course examinations. This is subject to the condition that a maximum limit of five days' study leave with pay will apply to any academic year.
- This arrangement will also apply to other third level courses of education that last for three years or longer. For shorter third level courses, three days' study leave with pay may be allowed for each year of the course, repeat years being excluded.
- Staff working less than full time will have study leave calculated on a pro-rata basis, subject to a minimum entitlement of one day's study leave per individual per course.
- Attendance at the course must be agreed locally between the line manager and the employee prior to commencement on the course and will be subject to ongoing service requirements.
- Attendance at a course during working hours must be agreed locally between the manager and the applicant. This should always be prior to the commencement of a course and subject to service requirements.
- Staff maybe granted paid time off, if rostered for duty, to undertake examinations. This **must have been agreed** between the line manager and applicant through the HSE Performance Achievement process.

## Principles of Selection

- Any course of **supported** education to be undertaken should be specifically relevant to the service area and/or the professional development of the staff member as outlined in the department service plan or through the HSE Performance Achievement process.
- Where there are a number of applicants for a course the line manager should consider the service need and the individuals' education/development and ensure an equitable selection process is used with equitable distribution among staff.
- Management decisions should always be made on the basis of a '**sound business case**'.
- Where an individual is supported by their line manager and eHealth to undertake a project, thesis, dissertation, or poster on completion a copy should be presented to the line manager or appropriate eHealth department.

## Health Services Credit Union

Members of the Health Service Credit Union may avail of financial support by applying to the Betty Noone, Memorial Bursary for Health Service staff. Other financial options include Scholarship and Educational loans.

## Financial Support

Where funding for third level education is approved by the eHealth Training Budget holder the budget holder pays course fees directly to the college.

## Course Fees and Expenses

- Fees will include registration fees, course fees and examination fees but are exclusive of books, library charges or sports levies.
- Funding is conditional on the applicant remaining within the eHealth for a minimum period of 12 months following successful completion of the course.
- Additional expenses e.g. travel, overnight stay, cannot be supported by the Training department.
- An applicant may only receive approval for payment for one course per year
- Funding will not be provided for repeat modules or repeat exams. Such fees must be borne by the employee.

## Recoupment of Costs

Applicant shall repay course fees in full to eHealth should they:

- Discontinue the course (except in extenuating circumstances e.g. long-term illness)
- Not complete the course successfully within the specified time-frame
- Cease working in eHealth within a period of 12 months or pro-rata following successful completion of the course.
- Fail to submit certificate or results attained to the manager and eHealth training.

## The Application Process

The relevant application eHealth form for Third Level Education must be completed and returned to [eHealth.Training@hse.ie](mailto:eHealth.Training@hse.ie) (see Appendix III).

Intention to pursue a third level qualification should be discussed with the Manager/Department Head as part of the HSE Performance Achievement process.

Applications should be submitted 1-2 months before commencement of the course.



# eHealth Prospectus / National Programmes Guidelines

eHealth programmes or National programmes are defined as those programme provided by department such as Leadership Learning and Talent Management and Diversity Equality and Inclusion, Quality Improvement Division or Safety Health and Wellbeing.

## Eligibility

eHealth Prospectus and National courses are open to all eHealth staff. However, courses must be relevant, appropriate and beneficial to service delivery as agreed between the manager and the individual through the HSE Performance Achievement process.

## Leave to Attend

Attendance at a course must be agreed between the line manager and the applicant, subject to service requirements and prior to submitting an application form.

Where there are a number of applicants for courses, an equitable selection process should be used. Due consideration must be given for service needs, skill requirements and with equitable distribution of participation among staff.

- Cost effectiveness and benefits to the service should be considered with agreement that learning be transferred to the workplace.
- Expenses incurred while attending courses are refunded from local budgets.
- Attendees must sign an attendance sheet on arrival each day of a course.
- Participants will be required to complete an evaluation form for each course attended.

# Extern/In-service/Local Initiative Training/Education

## Definition

An Extern/In-Service/Local Initiative course refers to short courses or seminars organised locally.

## Eligibility

Attendance at extern/in-service/local initiative courses is a matter for line managers and department supervisors and is facilitated through the HSE Performance Achievement process.

## Attendance Leave

Attendance at an extern/in-service/local initiative course or seminar must be agreed between the manager and the applicant.

## Selection Criteria

Where there are a number of applicants an equitable selection process should be used with due consideration for service needs and skill requirements with equitable distribution among staff.

Cost effectiveness and benefits to the service should be considered when approving attendance at a course/seminar/local initiative. The manager should consider previous courses that the applicant has attended.

## Fees and Expenses

These courses are funded from local budgets including any expenses incurred in traveling to a venue.

## Application Process

Applications for extern/in-service/local initiative courses is a matter for local management who should ensure an equitable distribution process and in line with the HSE Performance Achievement process.

## External Training via a Third Party

### Virtual Training

We strongly recommend you complete any external virtual training programmes on a personal PC or laptop with a private internet connection, as using a HSE machine or network may lead to issues with our VPNs/firewalls blocking access.

### Online Proctored Exams

External software such as PeopleCert's 'ExamShield' will not function properly on a HSE device/network. Therefore, we strongly recommend you complete any online proctored exams using a personal PC or laptop with a private internet connection. Details of the system requirements for online proctored exams using PeopleCert's 'ExamShield' are available here: <https://www.peoplecert.org/ways-to-get-certified/olp-guidelines>

### Scheduling an Exam

Scheduling of examinations is the responsibility of the employee. If you transfer your training to an alternative session date, please ensure you cancel or reschedule your corresponding exam. Failure to do so will result in a 'no-show' status and your exam voucher will no longer be valid. If applicable, your Take2 will also become null and void.

### Examination Results

Where HSE employees undertake an examination or test as part of a third party provided training programme, the HSE shall be entitled to know from the HSE employee and/or the third party training provider, whether or not the HSE employee has passed or failed the examination or test. All information regarding HSE employee's examination or test results shall be kept confidential at all times.

### Repeat Examinations

Funding will not be provided for repeat exams. Such costs must be borne by the employee.

### Certifications

It is the responsibility of the employee to ensure their certifications are kept up to date.

# Appendix I - eHealth Performance Achievement (PA) - Professional Development Plan

## Section 1: Personal Details

Name:	Line Manager:
Job Title:	Job Title:
Staff Grade:	Staff Grade:
Length of Time in Current Position:	Email Address:
Email Address:	
Date of PDP meeting	

## Section 2: Self-Assessment

***In advance of your PA/PDP meeting with your manager consider the following capturing brief notes on same.***

Reflecting on your best self what strengths do you bring to your role?

What skills would you like to develop to increase your future potential?

What further training or support would develop you in your role?

## Section 3: Previously Agreed Professional Development Plan Goals

Date of Last Meeting ...../...../.....

### Goal 1

**Description:**

**Achieved (A) Ongoing (O) Not Achieved (NA):**

**What Supports Enabled Goal Achievements:**

**Challenges to Achieving Goals:**

### Goal 2

**Description:**

**Achieved (A) Ongoing (O) Not Achieved (NA):**

**What Supports Enabled Goal Achievements:**

**Challenges to Achieving Goals:**

### Goal 3

**Description:**

**Achieved (A) Ongoing (O) Not Achieved (NA):**

**What Supports Enabled Goal Achievements:**

**Challenges to Achieving Goals:**

### Goal 4

**Description:**

**Achieved (A) Ongoing (O) Not Achieved (NA):**

**What Supports Enabled Goal Achievements:**

**Challenges to Achieving Goals:**

*Any Further Comments Please Note In The Space Provided Below*

**Section 4: Current Professional Development Plan Goals**

**Goal 1**

**Work Objective / Goal (What do I want to achieve):**

**Learning Needs (what do I need to know):**

**Action (what do I have to do):**

**Target Date for completion:**

## Goal 2

**Work Objective / Goal (What do I want to achieve):**

**Learning Needs (what do I need to know):**

**Action (what do I have to do):**

**Target Date for completion:**

## Goal 3

**Work Objective / Goal (What do I want to achieve):**

**Learning Needs (what do I need to know):**

**Action (what do I have to do):**

**Target Date for completion:**

## Goal 4

**Work Objective / Goal (What do I want to achieve):**

**Learning Needs (what do I need to know):**

**Action (what do I have to do):**

**Target Date for completion:**

## Section 5: Agreement

*We agree to the development goals and actions as set out in this PA/PDP and we commit to jointly reviewing progress as set out hereunder.*

Review Date/s	Employee Signature	Manager Signature

### Data Protection

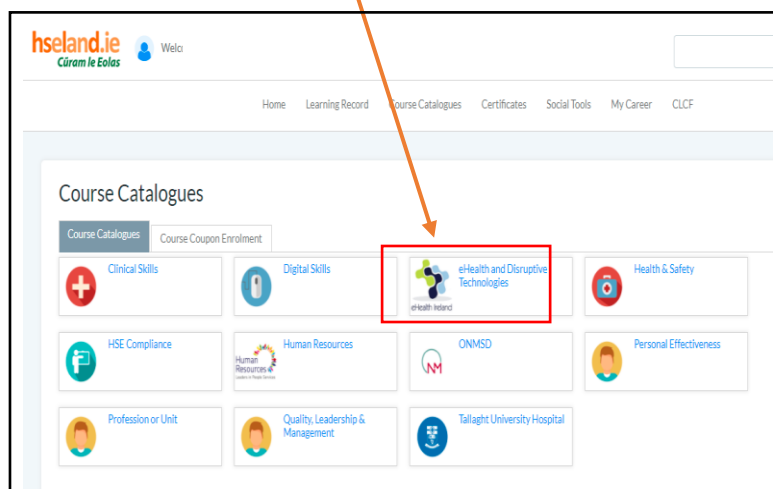
*The data requested in this form will be used to process individual performance achievement and will be retained as part of your personnel record for the appropriate period of time.*


It is your responsibility to ensure that all forms submitted are completed in full. Incomplete forms will be returned to Jobholders.



## Appendix II - eHealth Training Application Process

Having discussed your training and development needs with your Line Manager, log into HSeLanD and review the courses outlined in the eHealth Course Catalogue.



Select the course you wish to attend, choose your preferred date and click the Enrol button . You will then receive an Enrolment Confirmation email from [support@hseland.ie](mailto:support@hseland.ie)

**Approval for Attendance:** Please note that your manager needs to be aware of any planned absences from your area. Please ensure you have line-manager approval to attend before you enrol.

Subsequently, if you can no longer attend or you would like to be transferred to an alternative session date, please email [eHealth.Training@hse.ie](mailto:eHealth.Training@hse.ie)

If you wish to find out further information on the course, session, venue, etc., or are experiencing issues with viewing or enrolling on HSeLanD, please contact [eHealth.Training@hse.ie](mailto:eHealth.Training@hse.ie) and we will be happy to assist you.

## HSeLanD Training Manual and Support Documents

Click on the link below to access our Training Manual and support documents which are designed to assist you in navigating HSeLanD.

<https://www.ehealthireland.ie/ehealth-staff-area-internal/hseland/hseland-support-documents.html>

These documents will guide you on how to:

- Create or update your profile so you can access the eHealth training catalogue.
- Find and enrol on a course.
- Explore available training resources in the multidisciplinary Hubs.

Our manual and support documents address all of the common questions and issues that users have, however if your issue persists, please contact the Training and Development Team at [eHealth.Training@hse.ie](mailto:eHealth.Training@hse.ie)

## Appendix III - eHealth Third Level Education Application

Section One			
Name:		Employee Number:	
Job Title:			
Email Address:		Contact Number:	
Work Address:			
Address for correspondence if different from above:			
Line Manager Name:		Job Title:	
Email Address:		Contact Number:	
Section Two – Previous Qualifications			
Qualification Obtained	Awarding Body	Date Awarded	Funded by eHealth please circle Yes or No
			Yes No
			Yes No
			Yes No
Section Three – Details of Proposed Course of Study			
Course Title:		Obtainable Qualification:	
Name of College / Institution:			
Course Duration:	academic year(s)	Course Commencement Date	
Course Fees per year €		Total Course Fees €	
Section Four – Line Manager Declaration			
I have held a discussion with _____ in relation to this application and I fully support and recommend this application.			
Signed:		Date:	
Section Five – Applicants Declaration			
<p><b>Funding is conditional on the applicant having minimum 12 months HSE service and remaining within eHealth for a minimum period of 12 months following successful completion of the course.</b></p> <p>I have read and agree to the terms and conditions of the eHealth Further Education and Training Guidelines as it relates to Third Level Education.</p>			
Signed:		Date:	

Please forward completed application to [eHealth.Training@hse.ie](mailto:eHealth.Training@hse.ie)

# eHealth Training & Development

## Further Education and Training Guidelines



We are committed to a vision that offers eHealth staff diverse, high quality educational opportunities that facilitate learners to reach their full potential.

We provide e-Learning, virtual and classroom based training. We also support third level opportunities.

Our courses can be accessed via HSeLanD or through this eHealth Training and Development Prospectus.

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For further information contact: [ehhealth.training@hse.ie](mailto:ehhealth.training@hse.ie)

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**eHealth**

