

Bwrdd Partneriaeth
Ranbarthol Powys
Iechyd a Gofal
Cymdeithasol



Powys Regional
Partnership Board
Health and
Social Care



Llywodraeth Cymru
Welsh Government

Health and Care Volunteer Training Information

March 2020 (Version 1)

Introduction

A suite of online e-Learning training and resources have been made available to volunteers who may be deployed in the health and care sector either via the PAVO Register of COVID-19 Powys Health & Care Volunteers or via any other route.

The training is all distance learning that can be accessed via the NHS Wales e-Learning Portal. The following guidance provides details about:-

- All mandatory training for those registered on the PAVO Register of COVID-19 Powys Health & Care Volunteers will need to complete before being deployed, and the additional training and resource that will be made available. Volunteers will be issued with login and access details once they have registered as a volunteer.
- How to access the NHS Wales e-Learning Portal (this can be found in Appendix 1).

This training can be made available to any volunteer irrespective of which organisation, service or network they are working for. For all other volunteers wanting to access this training please see the advice at the end of this guidance document.

Please note this is not for paid care or health staff (unless they are volunteering outside their core contracted hours) and should not be seen as a substitute for required training and qualifications.

Mandatory Training for PAVO Registered COVID-19 Powys Health & Care Volunteers

There are two modules which are deemed mandatory for volunteers to complete, and then further role specific training depending on which role a volunteer is deployed to. This is depicted in the following Training Matrix:

Volunteer Roles	Requirements for All				Role specific requirements / training		
Telephone Contact / Befriending	Safeguarding People Level 1 via NHS e-Learning Portal	Volunteer Guidance	DBS Check	Infection Prevention & Control Level 1 via NHS e-Learning Portal	x	x	x
Shopping					x	x	x
Transport / collection of Prescriptions					x	x	Driving License
Health & Care Drivers						x	
Help in Homes - Low level / 'Amber, Green'					Moving and Handling via NHS e-Learning Portal	Food Safety via NHS e-Learning Portal	x
Help in Residential Care							x
Preparing Food in Hospital					x		x
<p><i>Please note, for volunteers who have registered as a 'General Volunteer' and not against a specific volunteering role, then they will be required to complete ALL the identified training in the above matrix.</i></p>							

As depicted in the above Training Matrix, the following training has been identified as being mandatory for volunteers to complete in order for the volunteer to be deployed to the assigned role safely. Alternatively, proof that these courses or equivalent have been completed before (and are in date) will need to be provided as part of the volunteer vetting process:

- Safeguarding People - Level One
- Infection Prevention & Control - Level One

Volunteers will also have been given Volunteer Guidance outlining expectations of the role and advice on keeping safe. They will also have a valid DBS Check in place.

In addition to completing the above two mandatory e-learning modules, additional training may be required depending on which role a volunteer has been deployed to. These include:

- Moving and handling – Modules A & B
- Food Safety

Again, training will not be required where the volunteer can provide proof that these courses or equivalent have been completed before (and are in date)

Certification

Please ensure that you download the course certificate for ALL courses that you have completed as part of the Training Matrix.

You can do this by clicking on the Certificate Icon (**Appendix 1., step 3.**) and downloading the certificate.

To ensure there is a record of the completed courses please then email your certificate to alison.thomas@pavo.org.uk

Additional e-Learning Training

In addition to the above key training, access for volunteers has been given to a wider pool of e-learning modules which can be accessed through the same NHS Wales e-Learning site. The full list of courses available through this are as follows.

- An Introduction to Carer Awareness
- Carer Awareness
- Dementia Awareness
- Diabetes
- Display Screen Equipment
- Fluid Record Chart
- Food Safety
- Learning Disabilities
- Measuring Basic Patient Observations (RRAILS)
- Medicines Administration, Recording, Review, Storage & Disposal
- Mental Health
- Moving and Handling
- National Early Warning Score (NEWS) (RRAILS)
- Our Health Matters
- Prescribing and Administration of Medicines
- Safeguarding Adults Level 2
- Safeguarding Children Level 2
- Safeguarding People Level 1
- Violence & Aggression - Module A
- Violence & Aggression - Module B

Please note, the wider pool of modules is being made available here as part of a volunteer wishing to increase their knowledge and understanding of roles within Health and Social Care Setting. They are not a list of duties that you would be expected to carry out and should not be seen as a substitute for required training and qualifications.

It will be the responsibility of the service that you are deployed with to ensure you receive any additional appropriate onsite induction and or training they felt necessary for you to carry out your duties safely and in line with their service policies.

All Other Volunteers

We felt it important to make all our training available to anyone volunteering or simply providing help and support to their neighbours during the COVID 19 crisis.

The training might provide you with important information on what you should be thinking about and how you carry out your work – both to protect you and the person / people you are helping.

It could also provide you with personal development opportunities – particularly if you are interested in one day working in the health and care sector.

Other Training Opportunities and Resources

Alongside this, Powys County Council's Training Unit are seeking to make a series of webinars and video training resources which could be made available to volunteers. Once this has been made available details of how to access will be advertised through various channels, namely the PAVO Volunteering website and E-bulletin.

In the meantime, a host of online training videos are currently available now, a list of some of these resources have been made available here (**Appendix 2.**)

Not all available training will be relevant for the volunteer roles being carried out, however, it is recommended these resources are utilised where appropriate to do so and are made available for all volunteers' own personal development and increased knowledge and understanding.

Appendix 1. NHS e-Learning Site – Login and Navigation

Step 1. Login and Access to Site

The website address for NHS ELearning is <https://learning.wales.nhs.uk>

- If you have registered to be a volunteer formally through the PAVO Coronavirus volunteer site then an eLearning account has likely already been set up for you.
- If you have volunteered to support a service directly (and not gone through the formal PAVO volunteer process) you may not have an eLearning account. If you are unable to log in, please contact ptsa@powys.gov.uk / 01597 826385 in order to be set up with an eLearning account. Do not try to create your own account.

This is the initial page. Click on “Log in” at the top right of the screen.

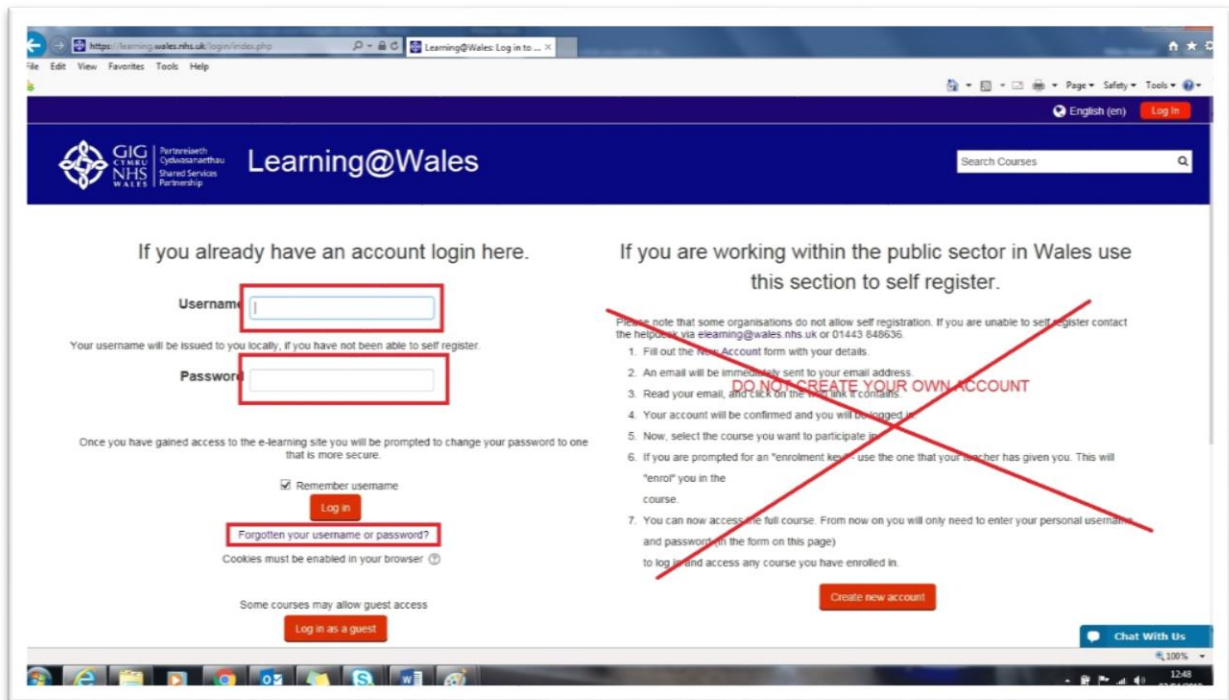


You will be taken to the log in screen.

Your username will be ‘e’ followed by 5 digits eg: e12345

The default password for new accounts is Changeme% (unless you have been advised otherwise)

Usernames, Passwords and Enrolment Keys are all case sensitive. Also, you can’t copy and paste the password or Enrolment Key.



If this is the first time you have logged in, you should be taken to a screen where you can change the default password to one of your own choosing. The password must contain upper and lower case letters, at least 1 number and 1 special character (£, %, & etc.)

There is also a link to request a password reset if you have forgotten it. You will need to supply either your username or email address. Note: you will not be able to use the email address if your e-learning account has been set up with a generic email address (eg. anoffice@powys.gov.uk).

A new temporary password will be emailed to you. If the email does not arrive quickly please contact pts@powys.gov.uk and we can check that the email address recorded on the NHS ELearning site is correct

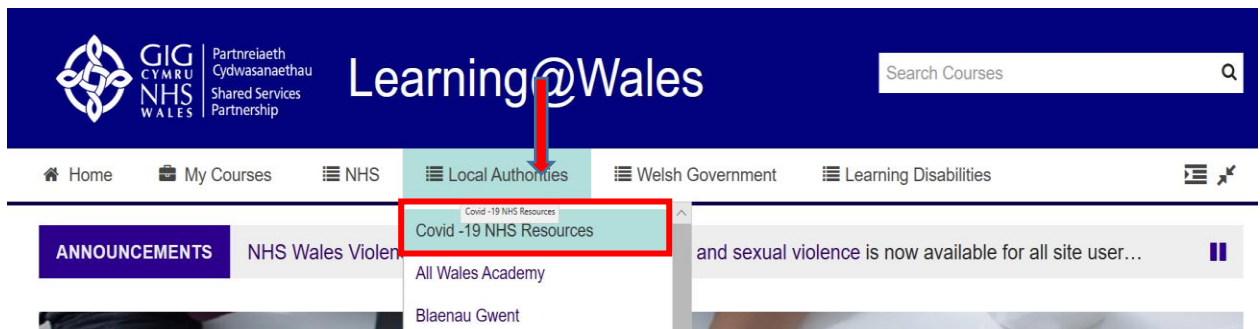
Step 2. Locating Courses

It is strongly recommended that you follow these navigation instructions as searching for courses will find courses under the same/similar name but belonging to other Local authorities.

The next page shows that you are logged in. Click on the Local Authorities link on the menu bar.

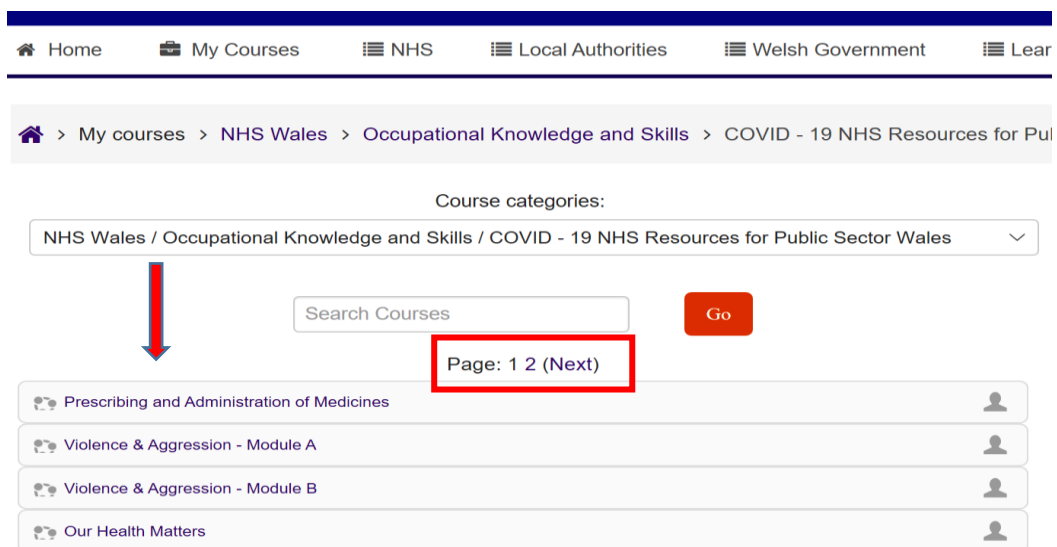


Then click on Covid-19 NSH Resources



The list of courses to access are made available here, indicated by the red arrow

Please note, there are two pages of training available. Click 'Next' to access the next page



Step 3. Access and Completing Module

The “Enrolment key” for courses (if required) is Powyc105% (Uppercase ‘P’ and that is a ‘c’ in the middle, not an ‘s’).

Most courses consist of a “Lesson”, a “Quiz” and a “Certificate”

You must complete (read) the lesson(s) before you can access the quiz (test) and the quiz must be completed, and the pass score achieved, before you can access and print/save the certificate.



This is the Lesson icon (but sometimes also a Quiz)



This is the Quiz icon

Step 4. Certification

Please ensure that you download the course certificate for ALL courses that you have completed as part of the Training Matrix.

You can do this by clicking on the Certificate Icon and downloading the certificate.



This is the Certificate icon (this may differ slightly for ‘Custom’ certificates)

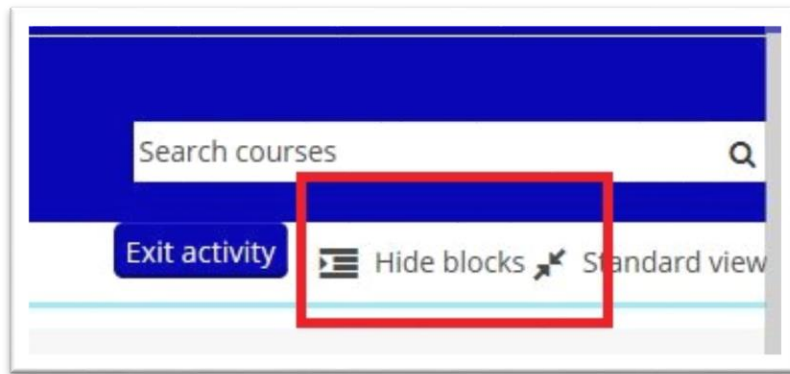
Once the Certificate has downloaded, you can email it to PAVO. You may email more than one certificate in one go.

To ensure there is a record of the completed courses please email your certificate to alison.thomas@pavo.org.uk

Additional Navigation and Support Tips

The courses can be revisited/read as often as you require and most quizzes can be attempted multiple times to achieve a pass score.

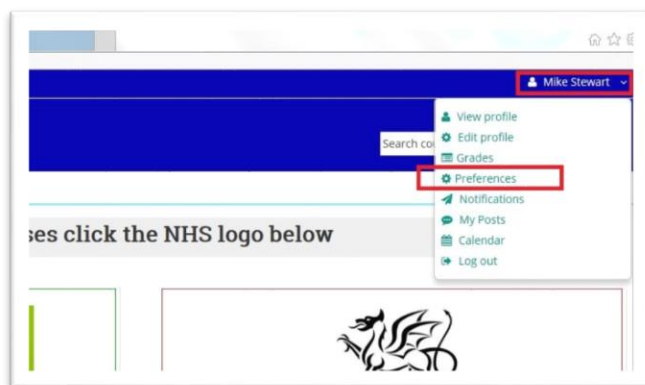
If you haven’t already done so, you can give yourself a little more screen room by clicking “Hide Blocks” near the top-right of the screen.



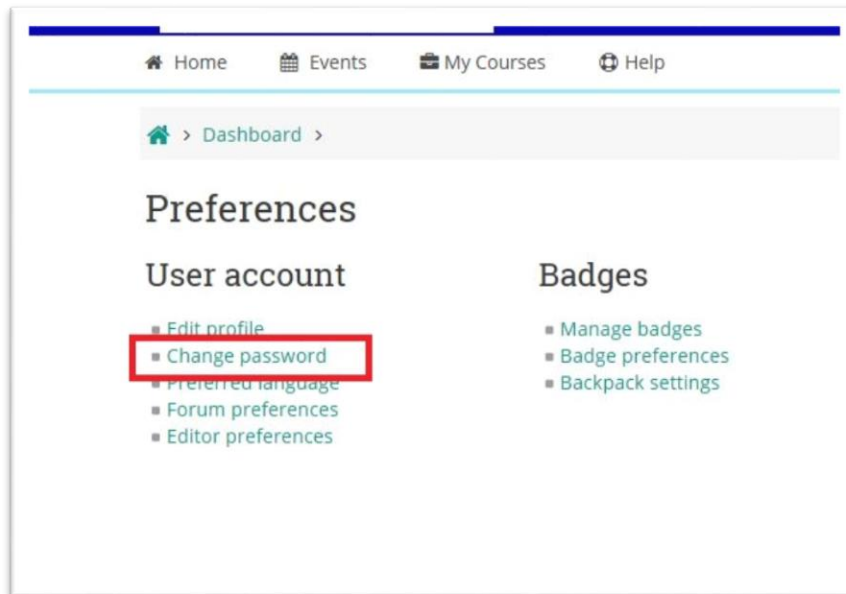
If you have forgotten your username or password there is a link on the login page.

When using the forgotten password link, supply EITHER your username OR email Address. If you do not receive a reset email from the system please contact ptsa@powys.gov.uk / 01597 826385

If you want to change your password at any time you can do this by editing your Preferences. Hover your mouse over your name at the top-right of the screen to drop down the menu, then click on Preferences.



On the Preferences screen, click on Change password.



The password must contain both uppercase and lowercase letters, at least 1 number and 1 special character (£, %, & etc.).

If you find any errors in your profile (invalid email address etc.) and you are unable to edit them please email ptsa@powys.gov.uk

Appendix 2. Online Training Resource

The following online training resources are made available here and are suitable as refreshers, or for volunteer that will be supporting skilled and qualified workers. They can be accessed by clicking directly on the links here:

- [What is Care?](#)
- [Basic Safeguarding Adults](#)
- [Personal Care](#)
- [Infection Control](#)
- [Dementia](#)