



# HART Training and Development Procedure

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## **1 Scope**

- 1.1. This procedure reflects the Ambulance Trust's commitment to ensure compliance of contractual obligations including those documented within the NARU Service Standards.
- 1.2. This procedure will ensure that training and development within Resilience and Specialist Operations adheres to the mandated National Safe Systems of Work and the required competencies for interoperable capabilities.
- 1.3. This procedure will endorse the continuous development and monitoring of the National Safe Systems of Work including:
  - Standard Operating Procedures (Controls)
  - Generic Rescue Plans (Emergency Procedures)
  - Generic Operational Risk Assessments (Hazard Mitigation)
  - Training Information Sheets (Core Competencies)
  - Equipment Data Sheets (Equipment Specifications).

## **2 Procedure**

- 2.1. The Ambulance Trust is committed to ensuring the health, safety, and welfare of its employees and for any other persons who may be affected by training activities. Everyone has a legal obligation to take responsible care for their own health and safety, and for the safety of other people who may be affected by their own acts or omissions.
- 2.2. The health, safety and the protection of the environment will be maintained by assessing risks and establishing control measures that are suitable and sufficient. Competent people and where appropriate, specialists from outside the Trust provide information, guidance, and support in the development of best practice (Appendix A).
- 2.3. The HART Training Managers and all associated educators have primary responsibility for the health and safety at work and the protection of the environment and will utilise the best available practices and knowledge throughout all training activities.
- 2.4. The training and development of interoperable capabilities will be aligned to the local Training Information Sheets (TIS) that cross reference the following statutory and mandatory documents:
  - National Safe Systems of Work
  - Specific Statutory Regulation References
  - Risk Assessment References (venue and activity specific)
  - Rescue Plan References (venue specific)

- Method Statement / Lesson Plan

- 2.5. The HART Training Managers will assimilate data from DATIX Reports, Serious Investigations, and additional evaluation processes to identify areas of improvement for future training development and best practice.
- 2.6. All persons who are affected by training activities must ensure compliance with the Generic Safety Briefing (Appendix B).
- 2.7. The Ambulance Trust will ensure that each operational HART Operative is provided with no less than 37.5 hours protected training every seven weeks (HART National Standards).
- 2.8. Training and development may be planned within the protected 37.5-hour training / relief week Monday – Sunday (day and/or night).
- 2.9. HART Operatives designated to training will receive a required rest period that is proportionate to the physical and psychological demands of the specified training.
- 2.10. Planning will allow a minimum of 28 days for training and development within the projected calendar.
- 2.11. Training and development will be programmed to ensure compliance of the mandatory recertification and agreed frequency periods as set on Proclus and within the HART service Specification.
- 2.12. In support to MTA operations, training teams must always ensure an operational capability and response.
- 2.13. HART teams designated to training must inform the Operational HART Team Leader of their location and available methods of communication.
- 2.14. HART Operatives designated to training may be utilised to augment the live HART team. However, HART Operatives must receive the equivalent protected training hours within the seven-week period (NARU HART National Standards).
- 2.15. HART Teams designated to training may be utilised to support major or protracted incidents. In this event, planned mandated training and development will not be protected. (NARU HART Service Standards).
- 2.16. HART Operatives will ensure attendance of all planned training and development. HART Operatives, who fail to comply, will be reviewed, and managed by the HART Training Managers through the SECAMB Capability policy.

- 2.17. It should be noted that planned training and development is equivalent to the allocation of relief duties. HART Operatives are required to undertake the planned training and development hours contained therein.
- 2.18. HART Operatives who are unable to attend an individual day throughout their planned training and development should arrange a mutual exchange of duties in line with current Trust guidelines. This must be authorised by the HART Training Managers and Scheduling.
- 2.19. HART Operatives who have been granted annual leave during planned training and development are required to agree alternative training dates giving no less than 28 days' notice. This will be done by mutual agreement with the HART Training Managers.
- 2.20. HART Operatives, who have subsequently been allocated continuous professional development (CPD) over and above core training and development, will be offered alternative date(s) by the HART Training Managers.
- 2.21. HART Operatives who are absent in accordance with the Special Leave Policy throughout planned training and development will be offered alternative date(s) by the HART Training Managers.
- 2.22. HART Operatives who are absent due to reported sickness or injury throughout planned training and development will be offered alternative date(s) by the HART Training Managers.

### **3 Extended periods of absence from HART**

- 3.1. It is acknowledged that HART staff may require to take extended periods of time off from HART for various reasons such as maternity leave, extended annual leave, career breaks, secondments, and injury/ illness. These absences will be managed under the appropriate policies from the trust (Maternity & Paternity policy, sickness policy or secondment policy).
- 3.2. An extended period of absence is classed as over 7 weeks/ 1 full training cycle by NARU. (NARU guidance for staff returning to HART & HART National Standards). SECAMB define an extended period of absence as over 4 weeks.
- 3.3. All staff who have a prolonged absence from operational work will be required to undertake additional training with the trust including supernumerary shifts, driving assessments, kit familiarisation, key skills and a transition to practice course, depending on the length of time the staff member is absent. (Operational bulletin – serial number Op554 V1).
- 3.4. All staff who have a prolonged absence from HART work will be required to

undertake a Physical Competence Assessment (PCA) prior to undertaking any other HART training on their return to HART. (NARU guidance for staff returning to HART & HART National Standards).

- 3.5. Staff who have a prolonged absence will be required to complete all mandatory training and recertification (if required) for NARU modules 1,2&3 (Breathing Apparatus (BA), Gas Tight Suits (GTS), NXGen, Marauding Terrorist Attack (MTA) Support to Security Operations (SSO) Powered Respiratory Protection Suit (PRPS), High Consequence Infectious Diseases (HCID) Radiation and Generic Procedures. This is alongside all SECAMB statutory & Mandatory training before commencing HART operational duties. (NARU guidance for staff returning to HART). Staff can still work as frontline operational staff whilst completing their HART skills providing all statutory and mandatory training is complete.
- 3.6. Staff who have a prolonged absence may return to operational duties once the above has been completed but on restricted practice until they complete their training in all the module 4 skills (water Operations (WO), Safe Working at Height (SWaH), All Terrain Vehicles (ATV) Unstable Terrain (USAR). (NARU guidance for staff returning to HART).
- 3.7. Staff who have a prolonged absence of over 1 year will be expected to complete as above but be formally assessed by a relevant instructor to ensure competence in the various skills prior to commencing operational duties.
- 3.8. Staff who have a prolonged absence of over **2 years** will automatically result in the individual re-taking the NARU training modules and all other trust associated HART training. (NARU guidance for staff returning to HART).
- 3.9. HART staff who undertake a secondment within the trust must make themselves available to undertake their core skills training, particularly recertifications and PCA's. For these training days, HART will cover the pay for time away from the secondment. The agreement for being released for training must be confirmed between the relevant HART manager and relevant manager, in writing, before the secondment prior to accepting or starting a secondment.
- 3.10. HART staff who have a prolonged absence due to maternity will be managed under the maternity policy. In line with the NARU guidance for staff returning to HART, all members of staff will be offered a physical training plan by a HART Physical Training Instructor (PTI) who has completed the appropriate training course for pre- and post-natal fitness. (NARU guidance for staff returning to HART).
- 3.11. HART staff who have a prolonged absence due injury or illness will need to attend an appointment with occupational health to determine their suitability to return to work and if any reasonable adjustments are required. This may

also require confirmation of treatment and clearance from the staff members own specialists i.e. physiotherapists, doctors, consultants etc.

- 3.12. HART staff who have had a prolonged absence from work will have a Training Needs Analysis completed for them and will be provided the required training by the HART Training Managers in a timely manner. There may be a delay in providing training where the training cannot happen without adequate numbers of people for a Safe System of Work (SSoW) or suitable venues i.e. artificial white-water courses or water volume in natural rivers.

## **4 Operational Competence**

- 4.1. HART Operatives must be able to demonstrate consistent application of the required skills and supporting knowledge during training sessions and recertification. Those who fail to achieve operational competence within a mandated capability will be reviewed and managed by the HART Training Managers in line with the capability policy for the trust and the HART specific capability policy.

- 4.2. HART Operatives may appeal against an assessment decision:

Step 1: the student should make every effort to informally discuss the issue and ascertain if it can be clarified or resolved without resorting to formal procedures (a recorded process).

Step 2: If a resolution is not achieved, the discussion should be formally recorded and referred on to the HART Training Managers. The HART Training Managers will reconsider the assessment decision, taking the following into account:

- the learner's reason for appeal.
- the learner's evidence and associated records.
- the assessor's reason for the decision; and
- the opinion of another assessor from the centre.

The HART Training Managers must then give the reconsidered decision, in writing, within five working days of receiving the appeal, to both learner and assessor.

Outcomes of the appeals process may result in:

- The original decision being upheld.
- Re-assessment of the learner by a different assessor
- Advice being sought of the External Quality Assurer or Awarding Organisation.

Step 3: If a learner considers that the centre has not conducted an appeal fairly, or the assessment criteria has not been awarded by an independent assessor, the case will be reviewed by the HART Management Leadership Team.

4.3. HART Operatives who are unable to achieve or maintain operational competence will be offered additional support that is cognisant of specific Statutory Regulation (Equality Act 2010) inclusive of, though not isolated to, the following internal processes:

- Learning and Development Deferral Procedure
- Occupational Health Reports
- Formal Appraisal Review
- Student Training and Development Plans
- Training Needs Analysis plan

4.4. Failure to maintain operationally competent may be reviewed under the trusts Capability Policy and Procedure and the HART specific Capability procedure.

## **5 Training Venues and Welfare Arrangements**

5.1. The HART Training Managers will arrange educator abstractions giving a minimum period of 28 days' notice to mitigate operational impact.

5.2. Associated travel times will generally be accommodated as part of normal working hours unless exceptional circumstances require alternative arrangements.

5.3. HART Training Teams may undertake collaborative training and development at an agreed venue or facility to maximise pre-determined learning aims and objectives; thus, reducing the operational and financial impact of abstracting additional educators.

5.4. HART staff are expected to participate in local, regional and national assurance exercises with partner agencies, strategic high risk sites, Multi agency partners and within the Local Resilience Forum training requirements in line with EPRR core standards.

5.5. The training and development venue will be designated as the student's base station for the duration of the learning. The HART Training Managers will ensure adequate welfare facilities are provided at each venue.

5.6. Where sufficient or appropriate rest facilities are unavailable, staff will be entitled to claim a subsistence allowance.

- 5.7. During residential training, HART Operatives will be offered accommodation and meals (bed, breakfast, and/ or evening meal) as per the Training and Development Procedure. Where evening meals have not been provided, a subsistence allowance can be claimed. Lunch will not be provided.

## **6 Record keeping and CPD**

- 6.1. Comprehensive training records will be maintained for each member of HART staff by the training managers and team educators. It is the responsibility of each HART member of staff to ensure they are accurate for the training they complete.
- 6.2. Additional training and development needs should be identified to the training managers and documented in accordance with the Trust's staff appraisal process. Any additional needs identified will be provided for where possible during training.
- 6.3. Staff must complete a Training, Education and Development (TED) request form for any further Continuous Professional Development over and above mandatory capabilities. The completed TED application must be submitted to the HART Training Managers for authorisation.
- 6.4. Any HART Operative wishing to undertake further Continuous Professional Development will need to have completed the statutory and mandatory training required for their current role.
- 6.5. The HART Training Managers may agree to three days per calendar year that allows educators to promote best practice and advance their own CPD within their specialism.

## **7 Definitions**

NARU – National Ambulance Resilience Unit.

HART – Hazardous Area Response Team.

Datix – the Trusts incident management system.

EDS – Equipment Data Sheets.

EPRR – Emergency Preparedness, Resilience & Response.

EQA – External Quality Assurance

HART Service Standard – national contractual specifications.

IQA – Internal Quality Assurance

KIT – Keep In Touch days.

Mandatory Recertification – relates to a legal minimum defined in external statute, regulations, or approved codes of practice.

Mandatory Frequency – relates to the national minimal standard, set by NARU and/or the Trust, to maintain competence in the specific application of an interoperable activity.



MTA – Marauding Terrorist Attack

PCA – Physical Competency Assessment

Proclus – National system for incident recording, training and standards.

PTI – Physical Training Instructor.

Prolonged period of sickness – over 7 weeks off duty.

Safe Systems of Work – protecting staff during high-risk operations.

SMART – Specific; Measurable; Achievable; Relevant and Time Bound.

SOP – Standard Operating Procedure.

TIS – Training Information Sheets.

TNA - Training Needs Analysis.

## 8 Responsibilities

- 8.1. The **Chief Executive** is accountable for training and development within Resilience and Specialist Operations.
- 8.2. The **Executive Director of Operations** is responsible for the HART Training and Development Procedure within the Trust. This may be delegated on a daily basis to the **Regional Operations Manager – Central and Specialist Operations Manager**.
- 8.3. The **HART Manager** is responsible for the commissioning of training and development to ensure an interoperable capability.
- 8.4. As illustrated in Appendix C, the **HART Training Managers** will develop and publish SSoW that are compliant with legal and regulatory frameworks.
  - 8.4.1. The **HART Training Managers** will develop and monitor educational criteria that are compliant to the NHS contractual standards that ensure interoperable capabilities.
  - 8.4.2. The **HART Training Managers** will establish educational processes that ensure the strategic requirements of the organisation.
  - 8.4.3. The **HART Training Managers** will promote and advance inclusive learning and development. All students will have a learning experience that respects diversity, enables participation, removes barriers, and anticipates and considers a variety of learning needs and preferences.
  - 8.4.4. The **HART Training Managers** will continuously review educational and safety critical practices through a robust quality assurance process and to assimilate data that influences educational standards and curriculum design.
  - 8.4.5. The **HART Training Managers** will attend and participate in the National Trainers Forum.
  - 8.4.6. The **HART Training Managers** will engage with stakeholders and external

partners.

- 8.4.7. The **HART Clinical Team Educators** will, in conjunction with the Training managers, manage their teams training records and ensure compliance to national standards.
- 8.4.8. The **HART Clinical Team Educators** will, in conjunction with the training managers and instructors for each discipline, will ensure regular on shift training is delivered and recorded as per national service specifications.
- 8.4.9. The **HART Clinical Team Educators** will, in conjunction with the HART
- 8.4.10. training managers and instructors for each discipline, will facilitate training to fulfil Training Needs Analysis for returning staff from sickness, maternity etc.
- 8.5. An **Internal Quality Assurance (IQA)** will monitor and evaluate the training and assessment of learners.
- 8.5.1. An **IQA** will identify and recommend measures for future improvements to standards and performance.
- 8.6. An **External Quality Assurance (EQA)** will monitor and evaluate the training and assessment of Instructors.
- 8.6.1. An **EQA** will identify and recommend measures for future improvements to standards and performance with teaching, coaching and instruction.
- 8.7. The **discipline co-ordinator** will receive delegated responsibilities through collaboration with the **HART Training Managers**.
- 8.7.1. The **discipline co-ordinator** will promote professional standards that are aligned to the HCPC Standards of Conduct, Performance and Ethics and the Ambulance Trust Values.
- 8.7.2. The **discipline co-ordinator** will identify and make recommendations for future improvements to products and services.
- 8.7.3. The **discipline co-ordinator** will promote and advance educational standards and best practice within HART locally and nationally.
- 8.8. The **instructors** are responsible to the discipline co-ordinator.
- 8.8.1. To deliver high-quality learning and development in alignment to established curriculums within an agreed scope of practice.
- 8.8.2. To safeguard the health and safety of learners within a safe system of work that is compliant to legal and regulatory frameworks.

- 8.8.3. To uphold professional standards that are aligned to the HCPC Standards of Conduct, Performance and Ethics and the Ambulance Trust Values.
- 8.8.4. To advance and promote educational standards and best practice.
- 8.8.5. To carry out assessments of the learner according to the requirements of the occupational competency standards.
- 8.8.6. To identify, document and actively support the learning and development needs of individual students.
- 8.9. The **mentor** will be responsible to the discipline co-ordinator.
- 8.9.1. To support the educator in the delivery of high-quality learning and development in alignment to established curriculums within an agreed scope of practice.
- 8.9.2. To promote the health and safety of HART staff within a safe system of work that is compliant to legal and regulatory frameworks.
- 8.9.3. To uphold professional standards that are aligned to the HCPC Standards of Conduct, Performance and Ethics and the Ambulance Trust Values.
- 8.9.4. To advance educational standards and best practice.
- 8.9.5. To actively support the learning and development needs of HART staff.
- 8.10. **ALL HART staff** are expected to take an active role in managing their own learning and development needs through attendance of training, reflective practice and regular appraisal of their own knowledge and skills.
- 8.11. **All HART staff** are expected to stay up to date with all Standard Operating Procedures (SOP's), safety alerts, changes to equipment data sheets (EDS) and national action cards on Proclus.
- 8.11.1. To participate in statutory and mandatory learning and development within the trust and all mandatory HART requalification's across all disciplines.
- 8.11.2. To undertake agreed interim quality assurance reviews that enable the identification of training and development needs. The HART Training Managers may plan a quality assurance review to include one or more of the following activities-
  - Assignment
  - Project or Presentation
  - Case Study
  - Examinations

- Verbal theoretical knowledge
- Practical demonstration of skills
- Simulated Scenario

An individual HART Operative or Team may be requested to undertake a quality assurance review without notice. The HART Training Managers may agree and monitor TNA's & development plans that are SMART and allow the member of staff to reach the desired level of training.

- 8.11.3. To maintain and record their own Continuous Professional Development.

## **9 Audit and Review (evaluating effectiveness)**

- 9.1. The HART Training Managers are responsible for the implementation, monitoring and audit of the HART Training and Development Procedure.
- 9.2. The HART Training Managers will conduct a bi-annual training needs analysis of all educators.
- 9.3. The HART Training Managers will conduct a training needs analysis during quarter three and will programme all HART training and development for the following year.
- 9.4. An internal quality assurance (IQA) will monitor the accuracy of training and development records by conducting audits at selected intervals.
- 9.5. An internal quality assurance (IQA) will evaluate and document the standardisation and consistency between educators.
- 9.6. The compliance of HART Training and Development will be monitored against our contracted Emergency Preparedness Resilience & Response (EPRR) Core Standards, the NARU Service Specifications, and the formal Operational Leadership Team Meeting Structure. In addition, these activities will be monitored through the Trust Resilience Forum, which has a direct reporting line through to the Trusts Executive Resilience Committee.
- 9.7. All procedures to have their effectiveness audited by the responsible Management Group at regular intervals, and initially six months after a new policy is approved and disseminated.
- 9.8. Effectiveness will be reviewed using the tools set out in the Trust's Policy and Procedure for the Development and Management of Trust Policies and Procedures (also known as the Policy on Policies).
- 9.9. This document will be reviewed in its entirety every three years or sooner if new legislation, codes of practice or national standards are introduced, or if feedback from employees indicates that the policy is not working effectively.

- 9.10. All changes made to this procedure will go through the governance route for development and approval as set out in the Policy on Policies.

## **10 Associated SECAMB Documentation**

- 10.1. [Training, Education and Development Procedure](#)
- 10.2. [Capability Policy and Procedure](#)
- 10.3. [Equality, Diversity, and Inclusion Policy](#)
- 10.4. [Maternity Policy](#)
- 10.5. [Paternity leave policy and procedure](#)
- 10.6. [Special Leave Policy](#)
- 10.7. [Incident Reporting Policy and Procedure](#)
- 10.8. [Health and Safety Policy](#)
- 10.9. [Risk Assessment Procedure](#)
- 10.10. [Risk Management Policy and Procedure](#)
- 10.11. [Relief Allocation Procedure](#)
- 10.12. [Managing Health and Attendance Policy and Procedure](#)
- 10.13. [HART Specific Capability Policy](#)

## **11 Associated National Documentation**

- 11.1. NARU. Compliance and Quality Assurance – National Provisions for Interoperable Capabilities 2023 Version 1.0
- 11.2. NARU. NHS Service Standards – Hazardous Area Response Team.
- 11.3. NARU. Staff returning to HART – A guidance for managers.

## **12 Financial Checkpoint**

- 12.1 This document has been confirmed by Finance to have no unbudgeted financial implications.

## **13 Equality Analysis**

The Trust believes in fairness and equality, and values diversity in its role as both a provider of services and as an employer. The Trust aims to provide accessible services that respect the needs of each individual and exclude no-one. It is committed to comply with the Human Rights Act and to meeting the Equality Act 2010, which identifies the following nine protected characteristics: Age, Disability, Race, Religion and Belief, Gender Reassignment, Sexual Orientation, Sex, Marriage and Civil Partnership and Pregnancy and Maternity.

Compliance with the Public Sector Equality Duty: If a contractor carries out functions of a public nature, then for the duration of the contract, the contractor or supplier would itself be considered a public authority and have the duty to comply with the equalities duties when carrying out those functions.

## Appendix A: Health, Safety & Environmental Protection Statement.



Health, Safety and Environmental Protection Statement  
HART Training and Development  
Reviewed: April 2024

South East Coast Ambulance Service Foundation Trust is committed to ensuring the health, safety, and welfare of its employees and for any other persons who may be affected by our training activities. The Trust takes the health, safety, and the protection of the environment into account throughout all training activities. Everyone has a legal obligation to take responsible care for their own health and safety, and for the safety of other people who may be affected by their own acts or omissions.

The HART Training Managers and all associated educators have primary responsibility for the health and safety at work and the protection of the environment and will utilise the best available practices and knowledge throughout all training activities.

The health, safety and the protection of the environment will be maintained by assessing risks and establishing control measures which are suitable and sufficient. Competent people and where appropriate, specialists from outside the Trust provide information, guidance, and support in the development of best practice.

If there is an accident or it is identified that health, safety and the protection of the environment has not been to the required standards, then a suitable investigation will be conducted, and findings reported on. This will include, but is not limited to; Datix, Riddor, HSE, NARU national safety reporting and Environment Agency.

It is our vision to be a leader in health, safety, and environmental protection by managing these disciplines actively, constantly, and efficiently. We continuously strive to improve the performance of health, safety and environmental protection through regular audit and management reviews.

We acknowledge our duties with respect to health, safety and environmental protection and intend to comply with all statutory legislation that is applicable to our activities.

We expect the co-operation of all to help us achieve our intentions.

This policy is endorsed by the HART Training Managers.

## Appendix B: General Safety Briefing.



South East Coast Ambulance NHS Foundation Trust  
HART Training and Development

Reviewed: April 2024

Endorsed by the HART Training Managers

### **General Safety Briefing within the HART Training Environment**

You must meet the entry criteria of being fit for full operational duties in accordance with your organisation's requirements for this role and have received occupational training in Health and Safety at Work (especially manual handling) and any other criteria as may be described in the course data sheet. If in doubt you must ask the course instructor.

**In addition to the specific issues relating to individual sites, all students MUST, when appropriate, follow the operating rules below:**

1. Any ambiguity, uncertainty, or lack of clarity as to the scope or detail of any safety directive or risk assessment issue must be raised with a suitably qualified staff member immediately, but always prior to any relevant application or engagement. If you don't fully understand – 'don't commit to any specific task and/or activity.'
2. If you think at any time, there is or has been any safety issue – report it to an instructor immediately and document an incident report (DATIX).
3. You must check that all Personal Protective Equipment (PPE), clothing and footwear will be appropriate for the task as described to you, used correctly, and checked for serviceability prior to the task commencement. All equipment will be treated with the utmost care commensurate with its safety role.
4. All safety systems described in the Risk Assessment documents shall be always adhered to. Risk Assessment files are available on SharePoint (HART Workspace) or upon request.
5. You must:
  - Familiarise yourself with Risk Assessments prior to events.
  - Remain vigilant as to your own safety and that of others.
  - Remain disciplined to work within a framework of systems and procedures.
  - Remain adaptable to changing circumstances and constantly monitor any changes that influence the nature of the risk.



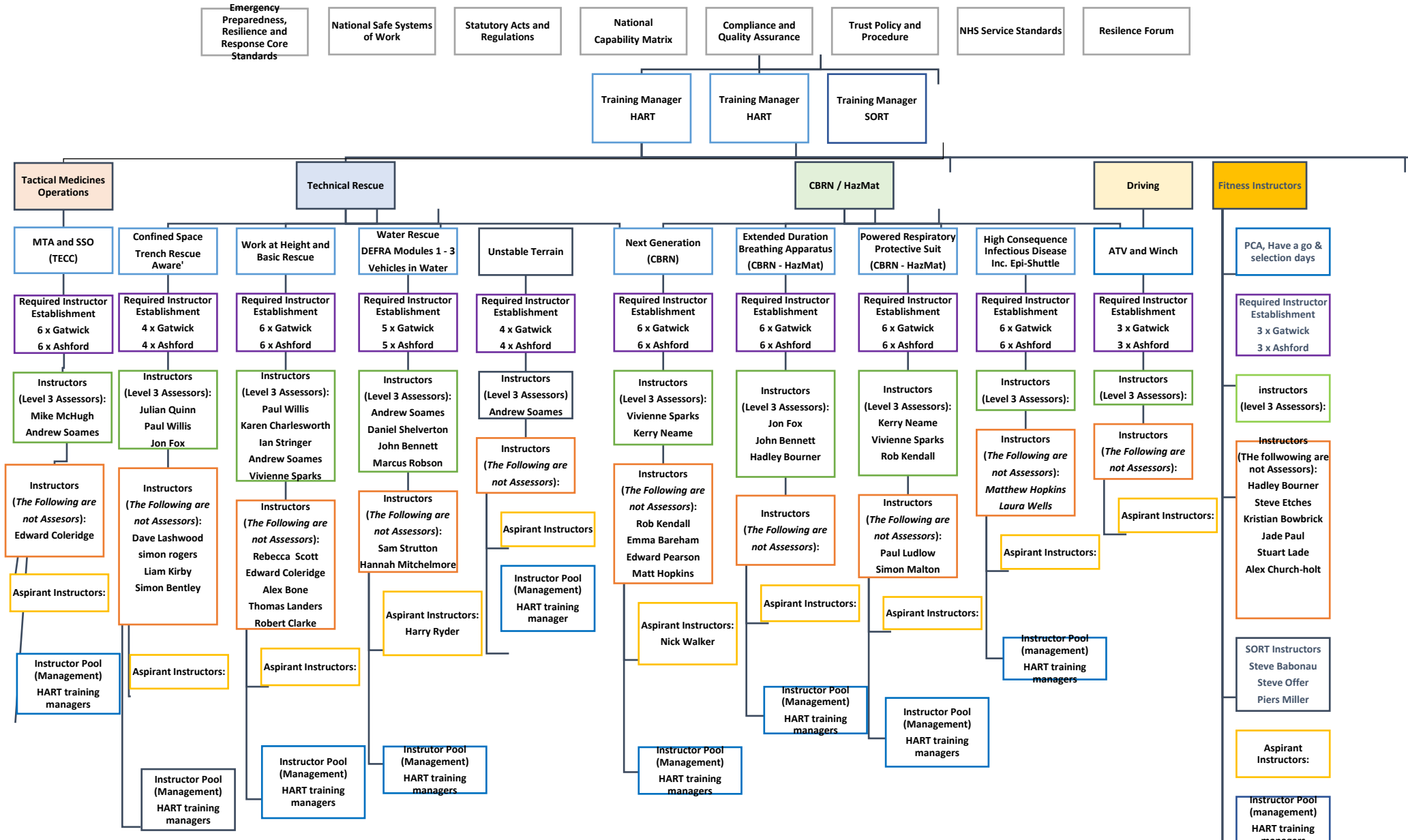
6. Staff members will ensure that all safety systems are checked prior to use.
7. Instructions from supervising staff must be always followed.
8. In addition to normal training issues, due care will always be always taken regarding the following:
  - Movement of traffic near venues.
  - Hand hygiene prior to eating or drinking.
  - Manual handling of rescue loads.
9. All watches and hand jewellery should be removed prior to all training activities.
10. Medical details of participants and instructors are confidentially held in a sealed envelope by the educator and will only be used in the event of an accident or incident.
11. It is vitally important to note the special circumstances involved in training within the HART environments. These differ fundamentally to almost all other training environments in that they lack many of the facets which make the control of risk predictable:
  - Consistency: we are operating in the natural environment where the nature of risk can change substantially from one venue to another.
  - The degree of risk changes with weather patterns over which we have no control and only limited powers of prediction.
  - Individuals cope differently to the perceived dangers of risk situations.
  - Individual fitness, ultimately represented in degrees of fatigue, requires a range of coping abilities.
12. All the risks that may be encountered are manageable and are therefore accepted into the training environment. However, the special requirements to provide adequate risk awareness require the following:
  - Working in rescue situations and awkward positions has the potential to produce loads outside of normal guidelines. Students have a responsibility to minimise such manual handling tasks or activities and their associated impact; and to monitor individual capability to achieve such tasks without personal injury.
  - Constant vigilance to changing environmental parameters for example, weather patterns, including extremes of temperature, and water levels.
  - Never assume all external influences at different venues are equal, for example, the volume, depth, and flow of water over sub-surface features that presents differing hydrological features. High winds may affect balance, the ability to communicate and body temperature (wind chill).
  - Students should be aware of their footing on approaches as there may be associated risks, for example, small potholes, tree roots and slippery steps that require constant personal vigilance and reference to the site and activity specific risk assessments.
13. All PPE should be regarded as totally integral in the risk reduction process. It is a matter of personal, peer and instructor responsibility to monitor the correct donning and adjustment of such equipment.

14. While educators will ensure as far as possible that these matters are adhered to, it is equally a matter of personal and peer responsibility to constantly monitor behaviours – any personal anxieties should be raised immediately with an instructor.
15. Any perceived short comings in the safety briefing and risk assessment detail concerning any aspect of the training must be raised immediately and notified for adoption within our risk assessment procedure.
16. If you suffer any injury or illness no matter how slight during training or while in residence, please ensure you notify an instructor immediately.
17. Ensure that you have read and understood all aspects of this document. Ensure that you clarify any lack of understanding with your course instructor.
18. First Aid kits are located in:
  - All training buildings (a complete ALS pack and medicines are provided on site).
  - HART training vehicles (a complete ALS pack and medicines are also provided).
  - With supervising/ instructing staff when off site.

# HART Training and Development Procedure

## Appendix C: Educator Matrix

HART Training and Development Procedure V3.0



## Appendix D: Student Charter



South East Coast Ambulance Service



## HART Training and Development

# CANDIDATES CHARTER

## AN AGREEMENT BETWEEN YOU AND US...

### What to do if things go wrong

- Please don't let minor issues become major problems.
- The education team are pragmatic and helpful, so please speak to someone about any problems you may have.
- You will be listened to in confidence and offered support as appropriate.
- Some people who may be able to help are:
  - The Educators
  - The HART Training and Development Manager



### What WE expect from you












- ✓ Comply with policies and procedures on Equal Opportunities, Harassment and Health & Safety
- ✓ Inform your Instructor(s) of any special learning requirements you have in order that they can, where possible, take appropriate action
- ✓ Inform your Instructor(s) of any circumstances that are, or will be, impairing your progress
- ✓ Be punctual, motivated and committed to your own development
- ✓ Help create a supportive learning environment by treating all staff and colleagues with dignity and respect at all times
- ✓ Contribute actively to all aspects of learning either theory or practical
- ✓ Maintain an open mind and if you don't know.....ask!

### What YOU can expect from us

- ✓ Information about arrangements before you start the course and provision of any distance learning/pre read materials that may require study prior to your course
- ✓ The aims and objectives of your course either before, or at, the start of the course
- ✓ Appropriate facilities and equipment to help you undertake the necessary study
- ✓ Assessment criteria and procedures for your course, prior to or at the start of your course
- ✓ Constructive feedback on your development throughout the course, where relevant
- ✓ Approachable Instructors who are regularly assessed and developed
- ✓ Improving courses by means of regular and meaningful evaluation
- ✓ Implementation of policies on health & safety, equal opportunities, harassment and grievance resolution where appropriate
- ✓ Patient focused courses delivered by an enthusiastic and motivated team

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## Appendix E: Educator Code of Conduct

	Keep people safe, physically, and psychologically.
	Know and operate within the limits of your current professional
	Assist learners in their development to achieve their potential.
	Guide people to achieve agreed outcomes.
	Demonstrate equality, diversity, inclusivity, and respect for all.
	Engage in reflective practice and continuing professional development.
	Actively promote care and respect for the environment.
	Present yourself as a responsible person in a manner that inspires confidence and trust.
	Contribute constructively to promote and advance professional standards.
	Share your expertise and good practices with others.
	Respect the responsibilities of others that share a common interest in learning and development.