

FRIDAY BULLETIN



Mandatory Training for Volunteers - FAQs

What is it?

Mandatory training is a series of e-learning modules and an assessment which all staff and volunteers have the basic knowledge to be able carry out their roles safely and effectively.

What topics are covered?

- Information Governance
- Conflict resolution
- Equality, Diversity & Inclusion
- Health & Safety Awareness
- Fire Safety Awareness
- Infection Prevention & Control
- Moving and Handling
- Safeguarding Children Level 1
- Safeguarding Vulnerable Adults Level 1
- Security & Fraud

My role doesn't have regular patient interaction so why do I need to complete it?

All the topics are relevant regardless of the role. For instance, when walking to the Voluntary Services office there will be children and vulnerable adults in the concourse and public areas so awareness of safeguarding is essential. Equality, diversion and inclusion and confidentiality (covered in information governance) are fundamental to healthcare, whilst the other modules ensure safety of all those around.

How do I complete it?

Mandatory training should be completed online through the DOT (Direct Online Training) system. You will have been sent a username but if you can't remember it, don't worry, we are able to send it to you. For passwords, just click on the 'Forgotten password' link and it will be sent to the email address you used to apply.

What if I'm not very computer confident?

Don't worry, we are here to help. We can email you the assessment questions and document with the information to complete it or you are welcome to complete it online with support from the office team.

If I don't complete the mandatory training, what happens?

The training needs to be completed for you to be able to continue to volunteer with us. We will do all we can to support you to do this. However if do not complete the training by the deadline given, you will not be able to volunteer with us until it is completed.