

# Level 3 and 4 blended learning training modules

## Key FAQs: Level 3 and 4 blended learning training modules

The current programme to support the delivery of the education for Levels 3 & 4 of the Patient Safety Syllabus is through the collaboration between NHSE and Loughborough University. Initially the programme will be offered free to those NHS staff that are nominated as the Patient Safety Specialists (PSS) in their Trusts. This delivery will be through a blended learning programme that covers all the content of Levels 3 & 4 within 5 courses:

- a) Unpacking the systems issues
- b) Managing patient safety risks
- c) Understanding the cultural, legal and regulatory factors
- d) Involving those affected
- e) Designing solutions

Each course will contain a number of modules of online learning and followed up with an in-person event (at one of 6 locations across England). To complete the programme the PSS must complete all courses and the associated assessments. The first online material is planned for release beginning of November 2023. Those nominated will be expected to progress from course to course towards completion.

### Is this training for Patient Safety Specialists only or wider groups of staff, such as patient safety clinical leads?

- The 820 Patient Safety Specialists will be the first cohort to receive Levels 3 and 4 Patient Safety Syllabus training by our approved provider, Loughborough University. We are exploring extending the scope to staff working with the patient safety agenda, e.g., we have recently been able to offer a number of places to Maternity Safety Champions.
- We hope to extend the training to other patient safety healthcare professions following the successful delivery of the first cohort.

### Please could you define Patient Safety Specialist?

- Information about Patient Safety Specialists can be found on the NHS England website: <https://www.england.nhs.uk/patient-safety/patient-safety-specialists/>

### When will the Level 3 and 4 training be available?

- The Patient Safety Syllabus Training levels 3 and 4 will be available from the beginning of November 2023.

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### Is this course for postgraduates only?

- No. The Patient Safety Syllabus Levels 1 and 2 is for everyone working in the NHS. Levels 1 and 2 can be accessed via ESR, Local Management System, and e-learning for healthcare platforms. The link through to e-lfh Levels 1 and 2 can be found here; <https://www.e-lfh.org.uk/programmes/patient-safety-syllabus-training/>.

### If you have completed modules such as Human Factors within an MSc do you still need to complete this?

- Yes. We recommend colleagues undertake the training provided by Loughborough University as this training is aligned to the NHS Patient Safety Syllabus. Learners who have completed an MSc may not need to undertake the online learning but will need to successfully complete the online assessments to demonstrate evidence of knowledge. The in-person learning days will be mandatory for all learners.

### Will the training be repeated for those who missed the cut-off for the first cohort?

- If you are a PSS, or on the approved list for undertaking the training, your name will be added to a reserve list, and we will be in contact once we are able to confirm when a second cohort will be going ahead.

### Is the Patient Safety Syllabus training aligned to the HSIB Level 2 and/or PSIRF training?

- There are some overlaps. Eventually, we expect to standardise all learning and knowledge for **ALL** Patient Safety Syllabus training. Learners who complete the full, Level 3 & 4, programme may be eligible for the award of Technical Specialist (Tech Spec) of Chartered Institute of Ergonomics and Human Factors (CIEHF) should they wish to complete that route.

### What is the difference between PSIRF training and the Patient Safety Syllabus Training?

- The Patient Safety Incident Response Framework (PSIRF) sets out the NHS's approach to developing and maintaining effective systems and processes for responding to patient safety incidents for the purpose of learning and improving patient safety. PSIRF sets training requirements for learning response leads, engagement leads and those in oversight roles. Training for these roles includes level 1 and 2 of the Patient Safety Syllabus (via ESR).
- The Patient Safety Syllabus Training is part of the wider [NHS Patient Safety Strategy](#). The Patient Safety Syllabus Training provides patient safety specialists with a wider understanding of patient safety.

### There is already training being provided by independent providers covering the sessions for Learning Response Leads, Oversight roles and engagement leads. Will Trusts still be required to do these in addition?

- No. We recommend that colleagues undertake the training provided by Loughborough University as this training is closely aligned to the NHS Patient Safety Syllabus training.

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### What is the time commitment for level 3 and 4 training?

- The overall teaching time will be approx. 100 hours to complete all 5 courses (combined Levels 3 & 4), plus some assessment delivery time. The full programme is expected to take between 8-12 months to complete everything.

### What is included in the level 3 and 4 training?

Each course (A-E) will contain:

- a number of online on-demand modules in short bite-size elements
- some online interactive learning activities that need to be completed to allow progress.
- At the end of the online material for each course, each learner will be required to attend an in-person event held at various locations.
- Completion of the programme will include some self-directed learning and an assessment submission.

### What are the expectations for Learners to complete Level 3 and 4 of the Patient safety Training?

The expectations of each learner to complete the Patient Safety Syllabus Programme are:

- Complete all 5 courses. Each online course equates to approximately 12 hours of study time plus the in-person day for each course.
- As you start each online course, we suggest you book your in-person day by following the booking link within the course page. As a guide aim for 4-6 weeks to complete the online material and plan to complete before the in-person date. If it looks like you are NOT going to complete the online content in time, we suggest re-booking your in-person day as early as possible.
- To complete the online courses each learner must complete the interactive activities to allow access to the next section. When you have completed the online activities for all material in each course you will be given access to the next course in your programme whether or not you have completed the In-Person day.
- After the in-person event guidance will be given for the assessment submission. These will all be work based activities to show how you have applied some of the learning in your role as a Patient Safety Specialist.

The most successful online students plan their studies in advance. Courses A-E will total approximately 100 hours' learning including the self-directed study. Planning in advance allows you to set realistic goals of when you're going to complete your online course. You should factor in work, holidays, family commitments and any other special occasion.

We acknowledge that some learners will have some experience of some of the material included in this programme. This will mean that you could quickly move through the material. You will still need to complete all the interactive activities and attend the in-person day and submit the assessment work.

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### Is there any flexibility for staff working less than full time?

- Level 3 and 4 training will be delivered via a blended learning approach (online and in person) allowing flexibility. Learners have 12 – 14 months to complete the training. Much of the course is delivered online, with 5 mandatory in-person days (1 day per module) held in locations across the UK. It is hoped that those working less than full time will still be able to complete the material in the allocated time. Try to plan for the completion of all the stages in turn, we recommend booking in advance for the in-person days to guarantee your place.

### What are the implications if PSSs sign up to undertake the training, but are not able to complete it?

- This will be reviewed on a case-by-case basis.

### Will the Trust lose its slot if the PSS undertaking the training leaves the organisation?

- No. The Trust will be able to nominate another a member of their staff. We advise informing NHS England as early as possible so the slot can be allocated to individuals on the reserves list.

### I have not received my registration letter or log in details and password.

- If you are a PSS registered for level 3 and 4 training please contact [d.s.hfehub@lboro.ac.uk](mailto:d.s.hfehub@lboro.ac.uk)

### I am halfway through the training, but moving to another NHS organisation, can I continue the training?

- This will need to be reviewed on a case-by-case basis.

### Are you planning to have in person events across the country?

- Yes. Learners will be given advanced notice of locations prior to booking. These will be held in locations across the country (currently these are London, Bristol, Loughborough, Cambridge, Manchester and Leeds). Learners will need to book one in person date for each course (5 days in total). See table below for planned dates.

	LONDON	LEEDS	LOUGHBOROUGH	BRISTOL	MANCHESTER	CAMBRIDGE
<b>COURSE A</b>						
<b>A1</b>	15-Jan	10-Jan	06-Dec	24-Jan	18-Jan	28-Feb
<b>A2</b>	16-Jan	20-Feb	06-Feb	12-Mar	17-Apr	
<b>A3</b>	06-Mar	08-May	23-Apr	21-May		
<b>A4</b>	30-Apr COURSE FULL					
<b>A5</b>	20-Jun					
<b>COURSE B</b>						
<b>B1</b>	13-Feb	21-Feb	07-Feb	13-Mar	27-Mar	29 Feb
<b>B2</b>	14-Feb	22-Feb	20-Mar	22-May	18-Apr	
<b>B3</b>	07-Mar	09-May	24-Apr	02-Jul		
<b>B4</b>	01-May					
<b>COURSE C</b>						
<b>C1</b>	08-Mar	10-May	21-Mar	23-May	14-May	11-Apr
<b>C2</b>	02-May	26-Jun	25-Apr	03-Jul	23-Jul	

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C3	18-Jun	09-Jul	11-Jun	06-Aug		
C4	18-Jul					
<b>COURSE D</b>						
D1	19-Jun	27-Jun	12-Jun	04-Jun	07-Jun	16-Jul
D2	19-Jul	10-Jul	13-Aug	04-Jul	02-Oct	
D3	08-Aug	03-Sep	22-Oct	08-Oct		
D4	10-Sep					
<b>COURSE E</b>						
E1	20-Jun	11-Jul	14-Aug	07-Aug	03-Oct	17-Sep
E2	09-Aug	04-Sep	18-Sep	19-Sep	18-Oct	
E3	11-Sep	05-Sep	23-Oct	09-Oct		
E4	12-Sep					

- Booking for the training day dates will be on a first come basis. Online training for the corresponding module will need to be completed prior to booking.
- The In-Person dates are being delivered in well-known hotels/conference facilities in 6 geographical locations to reduce travel time for the participants. All the venues are fully accessible and can offer specific assistance where required. If you might require some specific assistance or requirements in any venue, you will be able to request this at the point where you book your In-Person Event.

### Can I complete the course non-sequentially?

- Ideal situation, learners would do all courses A-E progressively. The time constraints and the volume of learners may mean that there could be some overlap as there might not be an in-person event at exactly the right time. The programme delivery will start November 2023 and the last in-person event will be at the end of October 2024. This will require all learners to keep up with the requirements and the timing of the programme.

### What happens if I do not complete the Patient Safety Syllabus Training?

- To become a recognised NHS England Patient Safety Specialist for your organisation you **must** be registered as Patient Safety Specialist with NHS England, as well as complete and pass the Patient Safety Syllabus Training.

### Can I swap my space on the Patient Safety Syllabus Training with another colleague?

- Due to limited spaces, learners cannot swap their place on the Patient Safety Syllabus Training. We ask that learners unable to complete the training inform Loughborough University as soon as possible.

### How is the programme split (online and face to face)?

- The split is 2/3 online and 1/3 in-person. Each course should involve approximately 10-12 hours online learning followed by the in-person event.

### Will there be a cost to access the training, or will this be free?

- There is no cost for the training. Levels 1 and 2 are freely accessible. Levels 3 and 4 will be

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free to all NHS staff that are nominated by their Trust as a Patient Safety Specialist.

### Who will pay for my travel and subsistence when attending in person days?

- Cost of travel and subsistence is to be covered by your employer.

### Can I claim backfill for undertaking the patient safety syllabus training?

- This is at the discretion of your employer.

### Is a qualification available on completion of the training?

- There are five courses (A, B, C, D and E) within the Patient Safety Syllabus Level 3 and 4 training programme, with an academic assessment linked to each course. Students will be required to submit a case study for each course assessment. Students completing work to the agreed standard will receive a Loughborough University Certificate of Completion for each Course A, B, C, D and E.
- Students will also be able to claim CPD hours accumulated through the level 3 and 4 training
- Once a student has completed courses A, B, C, D, and E, they will be eligible to apply to the Chartered Institute of Ergonomics and Human Factors (CIEHF) for the professional accreditation of Technical Specialist in HF for Patient Safety. This is managed by the CIEHF organisation but mentoring and support can be provided.

More information about the [authorisation process](#) : [Reports – e-Lfh Support \(e-lfh.org.uk\)](#) : [accessibility statement](#).