NHS Professionals

National Vaccination Programme

E-Learning Guide – Health Care Assistants

December 2021

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1. About the NHS National Vaccination Programme

Thank you for applying to join the NHS National Vaccination Programme

COVID-19 has been the single greatest public health emergency in the history of the NHS.

The response of NHS staff, and the hundreds of thousands of students, former staff and other volunteers, has been nothing short of inspirational. These people played a major role in the first phase of the pandemic. Now, the Government has asked the NHS to deliver the COVID-19 vaccinations and boosters to millions of people, prioritising those who are the most vulnerable first.

A vaccine to prevent COVID-19 infection is the most effective way to control the pandemic. Scientists across the world have worked to develop safe and effective vaccines. It is crucial that the COVID-19 vaccine is delivered to as many people as possible. This is a monumental task, which is why the NHS has called for additional help and has set up new delivery models to support existing services with vaccinations.

You may have joined us to help across a variety of different roles including to vaccinate people, perform clinical assessments, supervise others, or provide administrative support to the service. Everyone will play a crucial role to successfully deliver this national programme. You may be supporting on a full-time, or part-time basis - everyone's contribution is valued and appreciated.

Months of preparation and planning has gone into setting up facilities that people can access easily. You may be working across different settings - in existing NHS facilities, GP practices, or new large-scale or community-based sites. When you are deployed you should make every effort to understand and follow local policies set for the safe working environment and the safety of the people invited to be vaccinated. Your employer, or host employer, will be available to answer any questions or concerns you have, so please do ask if you are unsure.

You will need to have completed relevant e-learning and provide evidence of this training. You will be provided with appropriate local role-based training (if required) and induction before you start. All training will be made available to you free of charge - you should not be asked to pay for your training.

If you have any questions, please visit https://pathway.nhsp.uk where you can log in to your account and contact the NHS Professionals' National Vaccination support team via webchat, which is manned from 09:00-17:00, Monday-Friday.

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The role you have applied for

- **Health Care Assistant**

As a Healthcare Assistant working in immunisations, the post holder will work as part of a dynamic team in delivering a safe and effective service for the mass delivery of vaccinations for the COVID-19 vaccine(s). In particular, the post holder will be responsible for:

• Supporting the vaccination activity, assisting with the configuration of the vaccination station and waste control.

• Sanitisation and infection control in the vaccination station and the post-vaccination observation area.

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Delivering COVID-19 vaccinations to people

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There are a variety of different settings in which people will be vaccinated. These are some you may be working in:

Vaccination Centres

Vaccination Centres are large-scale sites that enable people to be vaccinated as quickly as possible. These centres will be set up in large fixed locations (e.g. sports or conference venues). The journey through a Vaccination Centre is shown on the next page.

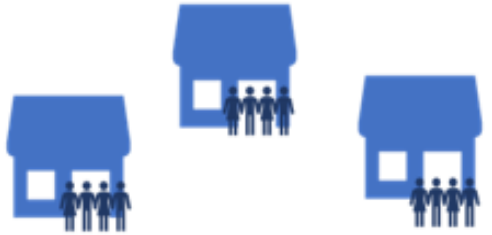
What should I expect?
This will be a fast-paced environment to work in. You will be working as part of a team and will have appropriate supervision and access to support at all times. Lots of different people will be vaccinated in these sites, of varying ages and with different accessibility and language needs. People will be checked for COVID-19 symptoms before entry and the site and equipment will be regularly and thoroughly sanitised to make it as COVID-secure as possible.

Hospital Hubs

Vaccination services will be set up in NHS Hospital Hubs to vaccinate Health and Social Care Workers and eligible vulnerable people.

What should I expect?
These sites may be fast-paced environment to work in. You will be working as part of a team and will have appropriate supervision and access to support at all times. There will be people of varying ages and with different accessibility and language needs being vaccinated in these hubs. The site and equipment will be regularly and thoroughly sanitised to make it as COVID-secure as possible.

Local Vaccination Services (Fixed)



Local vaccination services will be provided in existing NHS facilities, such as GP Practices and Pharmacies, and new facilities such as polling stations and portacabins.

What should I expect?
Although these sites will be smaller than Vaccination Centres, they will still be fast-paced environments in which to work. You will be working as part of a team and will have appropriate supervision and access to support at all times. Lots of different people will be vaccinated in these sites, of varying ages and with different accessibility and language needs. People will be checked for COVID-19 symptoms before entry and the site and equipment will be regularly and thoroughly sanitised to make it as COVID-secure as possible.

Local Vaccination Services (Roving)

Roving vaccinators will visit fixed locations on an outreach basis to vaccinate harder to reach populations (e.g. care home residents and people who are housebound or shielding).

What should I expect?
You will either be working alone or as part of a small team. You will have remote access to support at all times. You will be provided with appropriate PPE and sanitisation equipment to minimise your risk of infection.

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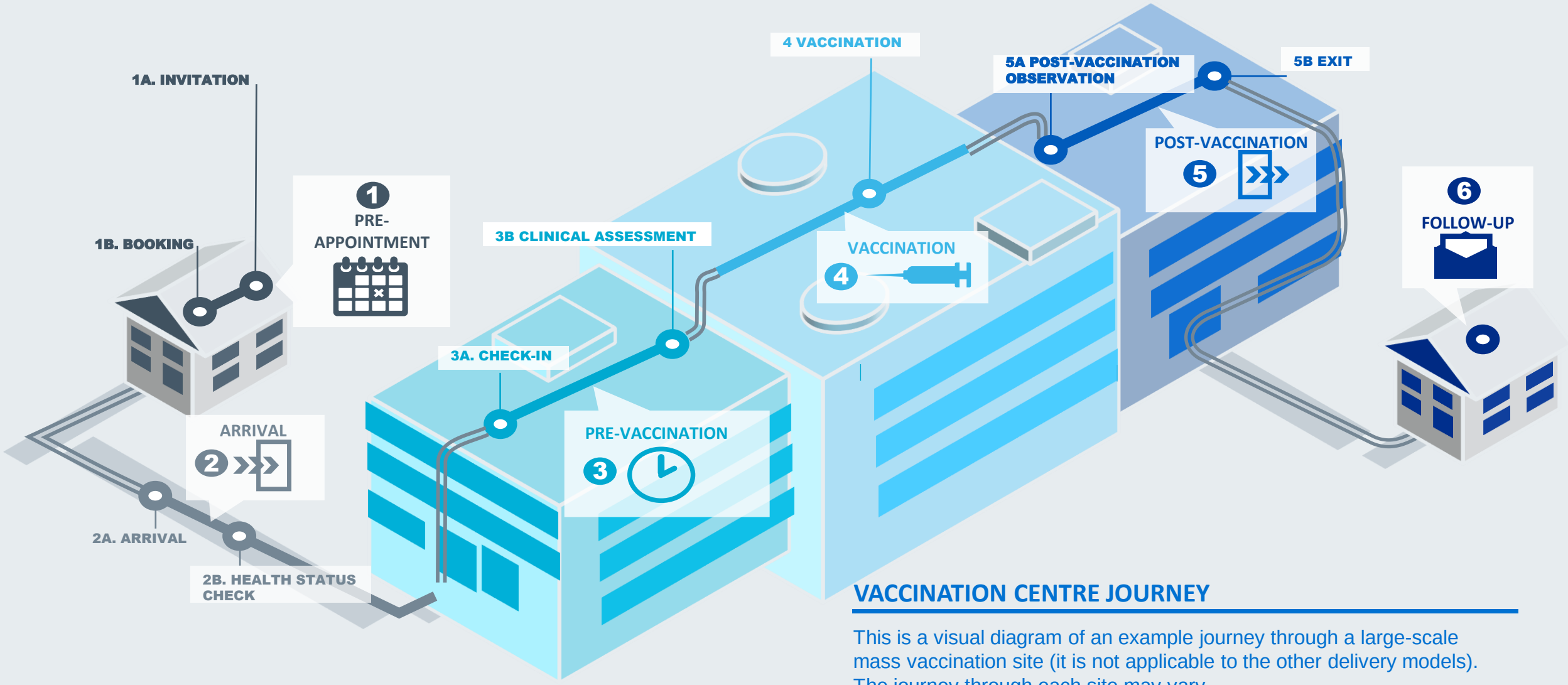
Vaccination Centre journey



VACCINATION CENTRE JOURNEY

This is a visual diagram of an example journey through a large-scale mass vaccination site (it is not applicable to the other delivery models). The journey through each site may vary.

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The people delivering the programme

Thousands of people have come forward to support in different ways. This means your team will have people who have joined from different professional backgrounds including NHS staff, people who are new to the health service, and those who have come out of retirement to help.

There will be people who are working full-time, part-time, and flexible hours. This diversity of working patterns requires everyone to be respectful of each others' commitments and ensure that their team leads are aware of their own working patterns so they can request additional support for the team, as required.

There will be people in Managerial roles who will:

- Be there to support you in your role and ensure you have everything you need to perform effectively
- Provide the route for you to report and escalate any issues or concerns you may have
- Be responsible for overseeing site operations and clinical activity

There will be people in Clinical roles who will:

- Perform specialist activities such as clinical assessments and vaccinations
- Ensure the site and equipment is sanitised to prevent the risk of infection
- Observe people after they have been vaccinated

There will be people in Support roles who will:

- Ensure the site is safe and runs smoothly around you
- Provide administrative or logistical support to the service

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2. e-Learning Guidance

Which courses to complete

Introduction to e-Learning

In order to be able to work on the National Vaccination Programme, every worker must complete a series of online training courses. Online training (“e-Learning”) must be completed before you can be booked to attend practical training, or commence work on the Vaccination Programme with a trust.

There are two elements to e-Learning:

- Vaccination-specific training courses and assessments
- Statutory and Mandatory training courses

This guide explains how to access and complete relevant learning and assessment courses.

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Mandatory e-Learning for Health Care Assistants

Course Names	Learning Programme
Conflict Resolution (Level 1)	Statutory and Mandatory Training
Information Governance (also known as Data Security Awareness (Level 1))	Statutory and Mandatory Training
Equality, Diversity and Human Rights (Level 1)	Statutory and Mandatory Training
Fire Safety (Level 1)	Statutory and Mandatory Training
Health, Safety and Welfare (Level 1)	Statutory and Mandatory Training
Infection Prevention and Control for non-clinical staff (Level 1)	Statutory and Mandatory Training
Infection Prevention and Control for clinical staff (Level 2)	Statutory and Mandatory Training
Moving and Handling (Level 1)	Statutory and Mandatory Training
Prevent (also known as Preventing Radicalisation (Basic Prevent Awareness))	Statutory and Mandatory Training
Resuscitation (Level 1)	Statutory and Mandatory Training
Safeguarding Adults (Level 2)	Statutory and Mandatory Training
Safeguarding Children (Level 2)	Statutory and Mandatory Training
An Introduction to Anaphylaxis	National Vaccination

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Next Steps

The e-learning training guide for your role is contained below. Please follow the instructions carefully as this guide will be crucial to ensuring you complete the correct courses and provide appropriate evidence as part of the application process.
The total **estimated** time for each role to complete the whole e-learning training programme, and assessments, is as follows:

Role	Estimated e-learning training time
Health Care Assistant	8 hours

The time that the e-learning takes will vary by person depending on your experience and how many of the courses listed you can evidence as already having successfully completed within the previous **9 months**. Please note that the e-learning does not need to be completed all in one go – you can complete it across a number of sessions if need be.

If you have completed any of these modules **in either the e-LfH system or the Skills for Health platform** within the past **9 months** then there is no need to repeat them. Please note you will be required to upload evidence of having completed any of these courses and associated assessments within the past **9 months** as part of your application to the vaccination programme.

If you have any questions, please visit https://pathway.nhsp.uk where you can log in to your account and contact the NHS Professionals' National Vaccination support team via webchat, which is manned from 09:00-17:00, Monday-Friday.

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3. e-Learning Guidance

Submitting certificates of previous e-learning

Acceptable e-Learning evidence

NHS Professionals can only accept valid certificates from Skills for Health and/or e-Learning for Healthcare, which have been completed in the last 9 months.

If you have done some of the necessary e-learning previously, but not all, or your current e-learning has not been completed in the last 9 months, please make sure you access your NHS Professionals Skills for Health account where you will be able to undertake any missing/additional courses required for the role for which you have applied (per the list on page 11 of this document). There is no need to upload any course certificates taken via the NHS Professionals Skills for Health learning platform to your application as these will automatically be matched to your record.

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Submitting evidence of in-date e-Learning (from the past 9 months)

1

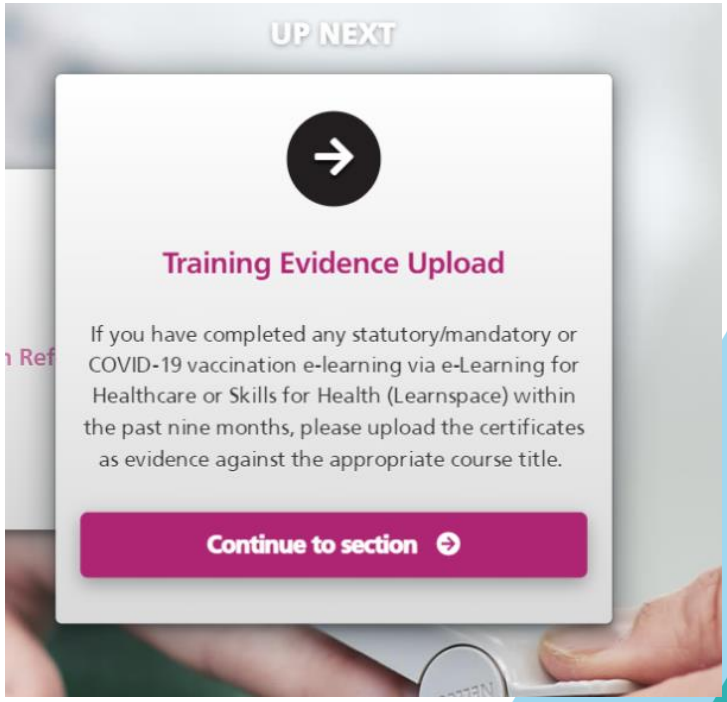
Please open the email you have received asking you to submit evidence of any e-Learning successfully completed in the past 9 months - entitled

"Take the next step in your application to the COVID-19 Vaccination Programme"

and click on the Start button in the body of the email.

After logging in to your job application profile, you should see this screen. Click "Continue to section".

Note you will need to have all your certificates saved on to your computer as they must be uploaded in one go.



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Submitting evidence of in-date e-Learning (from the past 9 months)

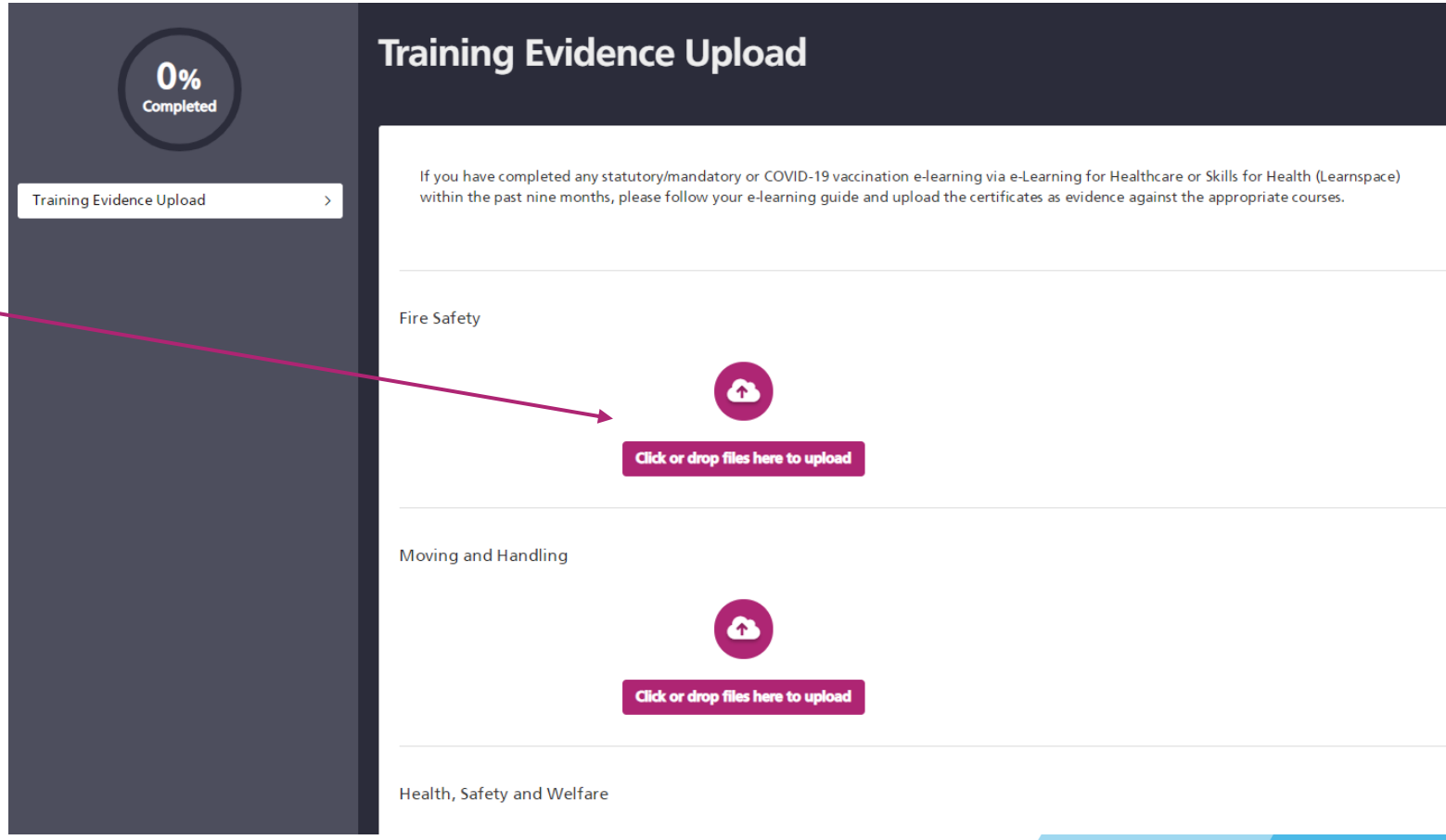
2

You should now see this screen, where you are required to upload the evidence of any **statutory and mandatory or COVID-19 e-learning** which has been successfully completed in the past **9 months**.

The fields will only accept a single document so please do not try to upload a zip file.

Note that you do not need to upload certificates against each course, **only those outlined as essential for the role for which you have applied** (per page 11 of this guide).

Please upload the corresponding certificate to the relevant course listed, and click “continue” at the bottom of the screen.



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Submitting evidence of in-date e-Learning (from the past 9 months)

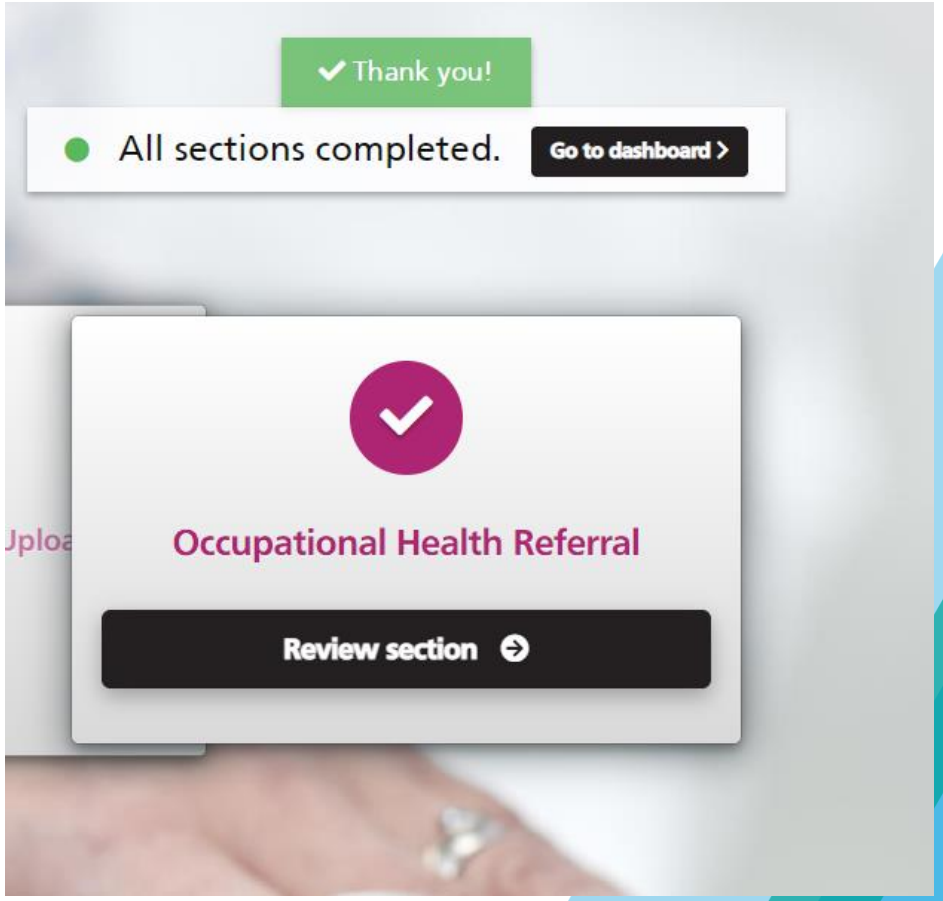
3

Once you have successfully submitted your e-learning evidence, you will see this screen.

Your upload cannot be edited once submitted.

If you realise that you have accidentally submitted an incorrect document, you will need to be sent a new link to delete the incorrect file and re-upload the correct version. To request this, please visit https://pathway.nhsp.uk where you can log in to your account and contact the NHS Professionals' National Vaccination support team via webchat, which is manned from 09:00-17:00, Monday to Friday.

Your e-Learning record will now be audited for completeness by our team. In the event that our team identify any missing modules, or any modules which have less than three months until expiry, you will be contacted directly and asked to complete the missing training on the NHS Professionals Skills for Health platform.



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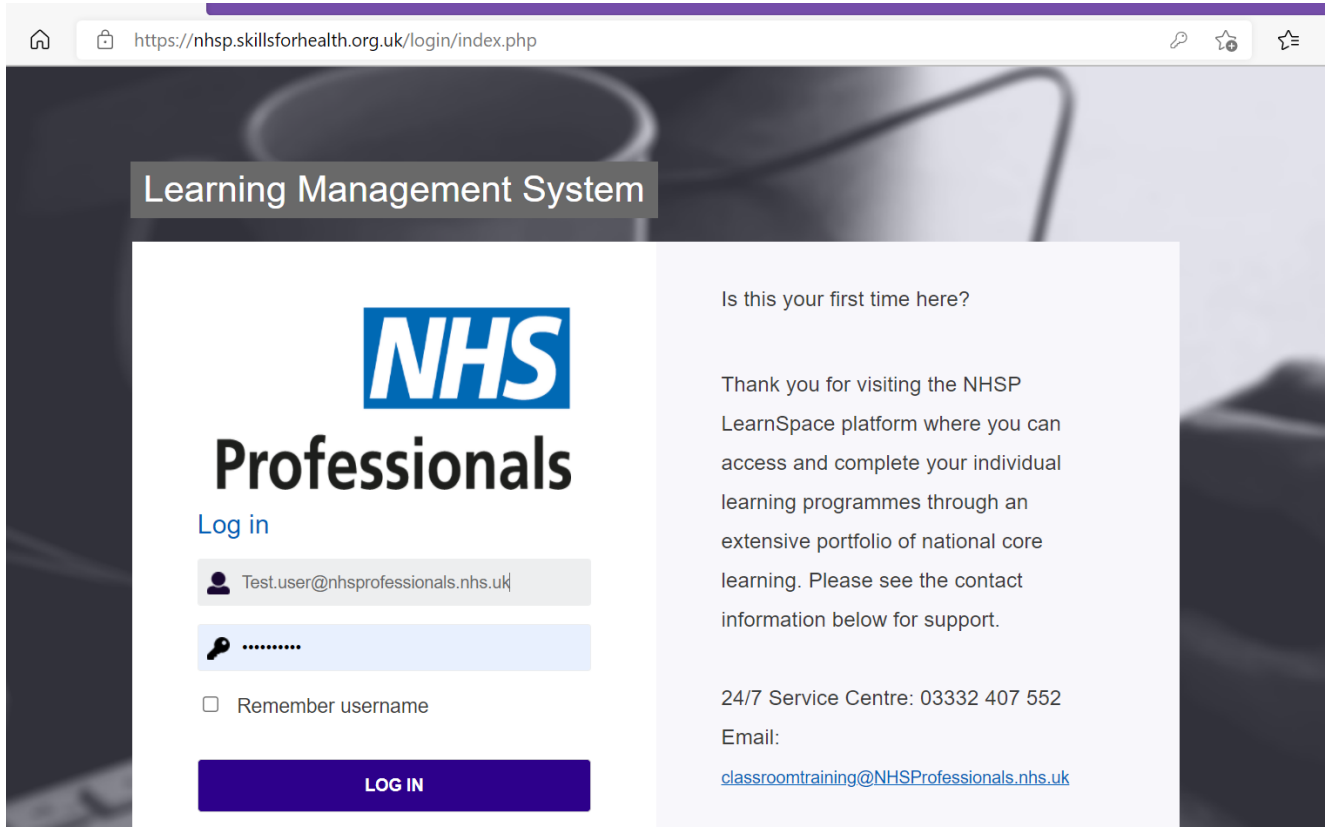
4. e-Learning Guidance

Accessing your NHS Professionals e-learning account to complete additional/all courses

Accessing Skills for Health e-Learning

You will receive an email from Skills for Health with your login and temporary password for the e-Learning system.



You will be required to re-set your password on your first login.

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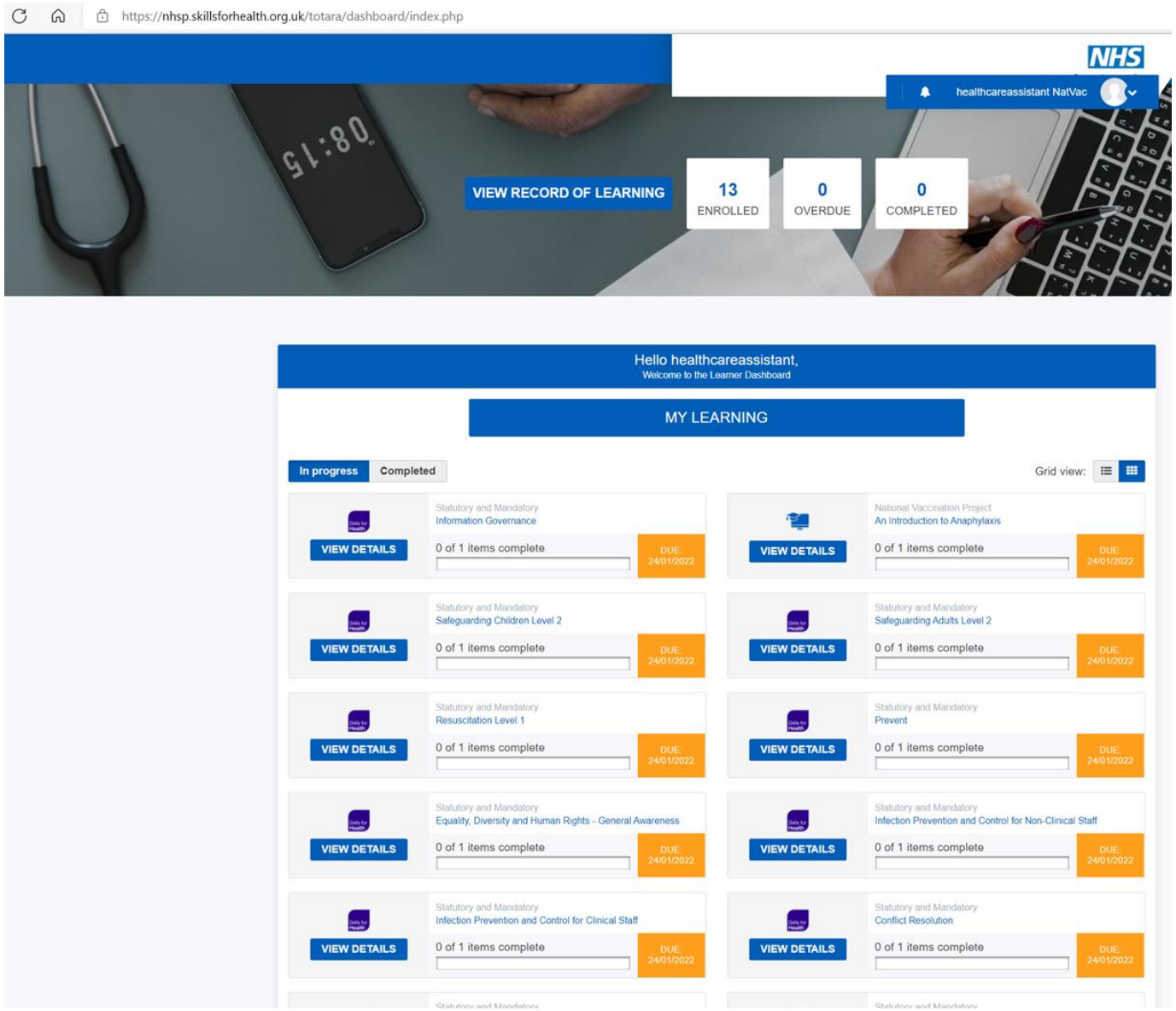
Your learner dashboard



Once logged in, your learner dashboard will show all of the courses which are required for all candidates applying for a Health Care Assistant role.

If you can provide certificates from either Skills for Health or e-Learning for Healthcare which confirm that you have already completed for some or all of these courses, and they have been completed in the past 9 months, then you can submit this evidence as part of your application (see Section 3 of this guide).

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