

Case Study

LEARNING ON THE JOB: Basildon and Thurrock University Hospitals Foundation NHS Trust

It's never too late to learn, as hundreds of members of staff at the Trust have proved, by adding to their skills and qualifications at Basildon University Hospital's Education Centre.

A dedicated Staff Training and Development (ST&D) team was established two years ago at the Trust, based in the Education Centre. The team provides professional, comprehensive, flexible training and development courses to ensure Trust staff develop the knowledge and skills to fulfill their role within the organisation and well as their career potential.

There is something for everyone at the Education Centre, with courses for clinical and non-clinical staff, from administrators to anaesthetists, and pathologists to porters. One of the most popular courses is Anatomy, Physiology and Medical Terminology for non clinically qualified staff, which helps them in understanding the professional jargon of hospitals.

The ST&D team has recently become an Open College Network Recognised Centre. This will allow them to offer more accredited courses and means that learners can accumulate units to form full National Qualifications.

Nearly all the courses at the Education Centre are completed in one day, and most of them are delivered as workshops with participation and activities – but not usually role play. “We find that people are really not keen on role play, except many of the junior doctors, who seem to like it!” explains Emma Hill-Lonergan, Staff Training and Development Facilitator. “But the most important thing to remember is that everyone learns in different ways, and we can adapt the way we deliver courses to allow for that. We encourage people to learn in an active way, through group discussion, undertaking quizzes, labelling diagrams, and playing games”.



**The ST&D Team,
with Jayne Toplis, General Manager Staff Development & Training, far left.**