

TWSS (inc Medical Services) High Level Training Matrix 2026/27

Core Mandatory Training – All Staff

Subjects	Refresher Period	Lead Time	Method of Completion	KPI
CSTF Conflict Resolution – Level 1	3 Yearly	30 Days	eLearning	95%
CSTF Health and Safety - Level 1				
CSTF Infection Control - Level 1*				
CSTF Moving and Handling – Level 1*				
CSTF Safeguarding Adults - Level 1*				
CSTF Safeguarding Children - Level 1*	2 Yearly			
CSTF Equality Diversity and Human Rights - Level 1				
CSTF Prevent Awareness				
CSTF Fire Safety - Level 1				
CSTF Data Security Awareness	Annual			

*Level 1 not mapped to colleagues completing a higher level of training

CPD – All Staff

Subjects	Refresher Period	Lead Time	Method of Completion	KPI
Adverse Incidents	Once Only	1 Year	eLearning	90%
Complaints				
Dementia Awareness				
Smoking Cessation				
Respect and Civility				
Introduction to Anti Racism				
Understanding sexual misconduct in the workplace				

Oliver McGowan Mandatory Training**

Subjects	Refresher Period	Lead Time	Method of Completion	KPI
eLearning	3 Yearly	90 Days	eLearning	90%
Tier 1			Webinar	
Tier 2			Classroom	

**Phased rollout for Tier 1 & Tier 2 – 30% of workforce 2026/27, 60% of workforce 2027/28, 90% of workforce 2028/29

Divisional Training – All Staff***

Subjects	Refresher Period	Lead Time	Method of Completion	KPI
Counter Fraud Awareness	3 Yearly	90 Days	eLearning	90%
Freedom to Speak Up Level 1				
Freedom to Speak Up Level 2				
Freedom to Speak Up - Senior Managers				
Patient Safety Level 1				
Patient Safety Level 2				
Suicide L1 Training				

***FTSU – B5 and below = Level 1, B6&B7 = Level 2, B8a and above = Level 3, Medics = Level 1, Level 2 and Level 3

***Patient Safety – B6 and below (inc B7 and above Non-Clinical) = Level 1, B7 and above Clinical Staff = Level 2

Role Specific Mandatory Training

Competence		Basic Life Support	Immediate Life Support [^]	Infection Control Prevention and Control Level 2	Moving and Handling of Inanimate Objects	Personal Safety Breakaway	Personal Safety Breakaway	Resuscitation L1	Safeguarding Adults Level 2/3	Safeguarding Children Level 2	Safeguarding Children Level 3	Safeguarding Children Specialist Level 3
Trust KPI		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Target		90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
Renewal Period		Annual	Annual	Annual	3 Yearly	2 Yearly	Annual	Annual	3 Yearly	3 Yearly	3 Yearly	3 Yearly
Method of Delivery		Classroom	Classroom	eLearning	eLearning	Classroom	Classroom	eLearning	eLearning	eLearning	eLearning	eLearning & Virtual
Staff Group	Add Prof Scientific and Technic	✓	✗	✓	✗	✗	✗	✗	✓	✓	✓	✓
	Additional Clinical Services	✓	✗	✓	✗	✗	✗	✗	✓	✓	✓	✓
	Administrative and Clerical	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗
	Allied Health Professionals	✓	✗	✓	✗	✗	✗	✗	✓	✓	✓	✓
	Estates and Ancillary	✗	✗	✗	✓	✓*	✓**	✓	✗	✗	✗	✗
	Medical and Dental	✓	✗	✓	✗	✓	✗	✗	✓	✓	✓	✓
	Nursing and Midwifery Registered	✓	✓	✓	✗	✓	✗	✗	✓	✓	✓	✓

- [^] H&WB/Flu Campaign teams only
^{*} Colleagues working in non Secure areas
^{**} Colleagues working in High Secure areas

Divisional Training

Competence		eRisk °	Eating, Drinking and Swallowing Difficulties (Dysphagia) - Level 1	Falls Prevention and Management	Food Hygiene and Allergens Level 2	MCA/MHA/DoL's Level 2	Medicines Management Awareness^^	Mental Capacity Act - Level 1^	Nicotine Management Level 2**	Rapid Tranquillisation Training	Secure Division Security - Level 2	Patient Group Directions - PGD
Trust KPI		x	x	x	x	x	x	x	x	x	x	x
Target %		90	90	90	90	90	90	90	90	90	90	90
Renewal Period		3 Yearly	3 Yearly	3 Yearly	3 Yearly	3 Yearly	3 Yearly	3 Yearly	3 Yearly	3 Yearly	Annual	3 Yearly
Method of Delivery		eLearning	eLearning	eLearning	eLearning	eLearning	eLearning	eLearning	eLearning	eLearning	Classroom	eLearning
Staff Group	Add Prof Scientific and Technic	x	✓	✓	x	✓	✓	✓	✓	x	x	x
	Additional Clinical Services	✓	✓	✓	✓	✓	✓	✓	✓	x	x	x
	Administrative and Clerical	x	x	x	x	x	x	x	x	x	x	x
	Allied Health Professionals	✓	✓	✓	✓	✓	✓	✓	✓	x	x	x
	Estates and Ancillary	x	x	✓	x	x	x	x	x	x	✓♦	x
	Medical and Dental	✓	✓	✓	✓	✓	✓	x	✓	✓	x	x
	Nursing and Midwifery Registered	✓	✓	✓	✓	✓	✓	✓	✓	x	x	✓

^ Ex Mid Mersey colleagues only
^^ H&WB team only

° eRisk - Clinical staff from Band 2 - 8a including Medics and Consultants (*Clinicians Banded 8b - 8d may also be required by their managers to complete the training, depending upon their clinical role e.g., Psychology*)

♦ Estates and Capital teams working in HSS, MSU, LSU

Note: Training subjects highlighted in yellow in this document are currently part of the “New Training” competency group, where it will remain during its 12-month induction period.

Practical Competency Assessments

Competence		PPE Fit Mask Testing
Trust KPI		x
Target %		90
Renewal Period		Once Only
Method of Delivery		Competency Sign Off
Staff Group	Add Prof Scientific and Technic	x
	Additional Clinical Services	x
	Administrative and Clerical	x
	Allied Health Professionals	x
	Estates and Ancillary	✓
	Medical and Dental	x
	Nursing and Midwifery Registered	x