



## ESR Training and Education

NHS organisations are under increasing pressure to maximise efficiencies, increase productivity and incorporate a better use of technology, all whilst delivering high quality care. Engaging, retaining and developing an organisation's existing workforce to help deliver this can all be done through effective tailored training and education.

NHS Shared Business Services (NHS SBS) can support your organisation as a collaborative partner in providing a full, flexible and bespoke training solution to help you along the way to achieving these goals.

All of our training and education courses are tailored specifically to each organisation's requirements, designed and delivered by subject matter experts who were part of the original team that rolled out the Electronic Staff Record (ESR) throughout the NHS over 15 years' ago. Offered remotely or onsite, they offer value for money and quality assurance.

## Unlocking the Benefits – the Importance of Training

When employees undergo training, it improves skills and knowledge of the role they perform which builds confidence in their abilities. It also increases efficiencies amongst other factors:

- Increased productivity and performance
- Uniformity of work processes
- Reduced supervision
- Boosted morale
- Promotion from within
- Improved organisational structure
- Better workplace environment
- Improved and updated technology



## Training Solutions Tailored to Your Organisation

Our full suite of personalised training and education courses is designed specifically to help NHS organisations realise the full benefits of ESR as the strategic workforce management system. As experts in ESR and as part of the NHS, we have a unique insight of the relevant systems and processes which enable us to tailor each course around your requirements.

### Systems Administration



1 Day Course

Subjects in this training course can be tailored to your needs, covering key content such as: user account creation and maintenance; updating employee roles; workflow notifications; using local values such as Flexfields and lookups; managing folders efficiently.

### Workstructures



1 Day Course

ESR is capable of many key things, however some of its capabilities are underutilised or not well known. Workstructures covers: user set up and organisation hierarchy; setting multiple locations; creating, maintaining and updating mass employee positions; employee requests and processes; shared services users; shared training centres.

## Recruitment



1 Day Course

Our flexible course covers key disciplines and housekeeping practices such as: managing recruitment activity; requisition and vacancies; applicants and statuses; maintaining conditional and unconditional employment offers, acceptances and regrets.

## HR Administration



1 Day Course

Within this training programme, we can get you up to speed effectively with content such as: hires, terminations and re-hires; internal and external applicants; employment checks; managing data securely and effectively; grade steps and spot salaries; emergency contacts; managing multiple assignment changes.

## Absence Management



1 Day Course

Get the most out of this function within ESR by learning more around: successfully viewing accruals; opening and closing absence entries; dealing with employee absence requests effectively; managing absence calendars.

## Payroll Administration



1 Day Course

This course will improve how you set up and use: new starters' payroll details; NI adjustments; permanent detail changes; multiple assignments; leaver processes; terminate non-primary assignments; capture data effectively; web ADI; employee requests.

## Career and Oracle Learning Management



2 Day Course

Our Career Management and Oracle Learning Management course specialises in guiding you in: key content around rating scales; competencies, competency types and requirements; creating suppliers, resources, courses, offerings, classes, learning certifications and customers; managing enrolments and subscriptions; creating learning histories.

## Manager Self-service



1 Day Course

This course provides a greater overview of Manager Self-service, designed to cover how to: update employee information; annual leave and absence – including the calendar; assignment changes; multiple supervisors; workflow notifications; hires; end employment; compliance and competencies; learning tasks.

## Performance Management Planning



1 Day Course

Our Performance Management Planning course is tailored around the requirements of your organisation and provides more in-depth education on: rating scales; competencies and competency types/requirements; eligibility profiles; competency, objective and appraisal templates; creating and managing an objective library; questionnaire templates; performance management plans; updating objectives; planning administration; Manager Self-service (MSS) performance plans; Employee Self-service (ESS); appraisal management.

## Why Partner with NHS Shared Business Services?

Our team – some of which were originally employed to lead the ambitious ESR rollout having educated over **14,000** end users during this time– and our subject matter expertise, make us perfect partners to review, implement and train your workforce on getting the most out of ESR.



Set up as a joint venture between the Department of Health and Social Care and private sector technology consultancy company, Sopra Steria, our scope and scalability, as well as our investment in new and existing technologies, provides you with a standardisation of service, enhanced quality and delivers greater value for money...

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To find out more, contact us at [sbs.employmentservices.enquiries@nhs.net](mailto:sbs.employmentservices.enquiries@nhs.net) to have a no-obligation conversation with our team to ascertain whether we can support you.

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## Our ESR Services for You...

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|  | <p>Current process review that identifies where ESR Self-service would benefit you.</p>  |  | <p>Our experts provide a comprehensive ESR review and data cleanse.</p>             |
|  | <p>The additional benefits you can unlock if you are already using ESR Self-service.</p> |  | <p>We provide detailed analysis and configuration on each of the ESR modules.</p>   |
|  | <p>Our full ESR Self-service implementation services use the Prince 2 methodology.</p>   |  | <p>Full implementation of ESR Self-service within weeks with change management.</p> |
|  | <p>Our flexible and blended approach includes full bespoke training modules.</p>         |  | <p>Additional support and training using personalised webinars and collateral.</p>  |

### What do our existing clients say?

"CPFT decided to use NHS SBS to support them with the implementation of MSS Self-service to provide expertise and guidance on the functionality of the system. The support they gave the Project Team has been paramount to its success. Their expertise, support and guidance has given the team the confidence to raise and escalate issues at the time and issues that arise could be actioned and dealt with quickly."

**Alex O’Gorman**  
**Workforce Development Manager**  
**Cambridgeshire and Peterborough NHS Foundation Trust (CPFT)**

Find out more at: [Workforce Consultancy & ESR Self Service](#)