

STEP Learner FAQs

Q1. Can I undertake e-learning on the STEP system?

A1. No, the STEP system is an employment passport only, it collects data from a variety of sources to be made available to the end user and Host Organisations.

Q2. Can I upload my employment checks to be used for my trust bank?

A2. No, only a verified administrator can upload proof of employment checks undertaken.

Q3. Who can view my record?

A3. Only your current Host Organisation and your future Placement (within 12 weeks of rotating) will be able to view your record.

Q4. Can I share my record with other Organisations?

A4. Yes a Host Organisation is able to request access to your record to which you will receive that request in your STEP inbox to accept or reject that request.

Q5. Why is my employment module information blank?

A5. We have yet to launch the STEP employment module and therefore have not uploaded this information to the system. Prior to any information being loaded into the system you will be informed.

Q6. What information is held on my employment module?

A6. The employment module holds the information recorded by the STHK Lead Employer on their ESR system, it will contain data on the following NHS standard pre-employment checks:

- Verification of ID Checks
- RTLW
- DBS
- References
- Professional Registration Details

Q7. What do I do if my training records on STEP do not match my ESR Training Profile?

A7. The STEP system takes uploads of new and updated training records from the Lead Employer ESR system and e-Learning for Health three times a week. If you feel there is information missing from either system, please email STEP.Helpdesk@sthk.nhs.uk and the STEP Team will review your records to resolve any issues.

Q8. Can I upload training previously undertaken at a previous trust?

A8. Previously training can be uploaded, however it must be reviewed by an administrator from the STEP Team prior to upload to ensure it complies with the Core Skills Training Framework. Please send evidence of training (certificate or screenshot) to the STEP Helpdesk (STEP.Helpdesk@sthk.nhs.uk) and the STEP Team will review and update your training profile if applicable.

Q9. Can I get a certificate summarising the training information in STEP?

A9. Yes, on the training tab on your record you can select the “Generate Compliance Certificate” which will produce a PDF of the training records held on STEP.

Q10. I wish to undertake eLearning but I am having issues with my login to ESR.

A10. Please email ESR.Leademployer@sthk.nhs.uk who can assist with log-in and ESR queries.

Q11. How do I contact the STEP Team regarding any queries about the STEP System?

A11. Please contact STEP.Helpdesk@sthk.nhs.uk

Q12. How is STEP different to ESR and e-Learning for Health?

A12. The STEP system is an employment passport that stores your training records in one place and allows your host organisation and future placement (within 12 weeks of rotating) access to these records. This gives organisations the opportunity to review the training needs of incoming trainees in order to minimise the duplication of effort from undertaking unnecessary training. This ultimately allows for more clinical time for trainees.

Q13. I have undertaken training on my host trusts eLearning Hub, will this information transfer to STEP?

A13. No, STEP can only upload training records from Lead Employer ESR and e-Learning for Health. If you have training records on another system that you wish to be included, send evidence of training (certificate or screenshot) to the STEP Helpdesk (STEP.Helpdesk@sthk.nhs.uk) and the STEP Team will review and update your training profile if applicable.