



St Helens and Knowsley
Teaching Hospitals
NHS Trust

STEP

User Guide

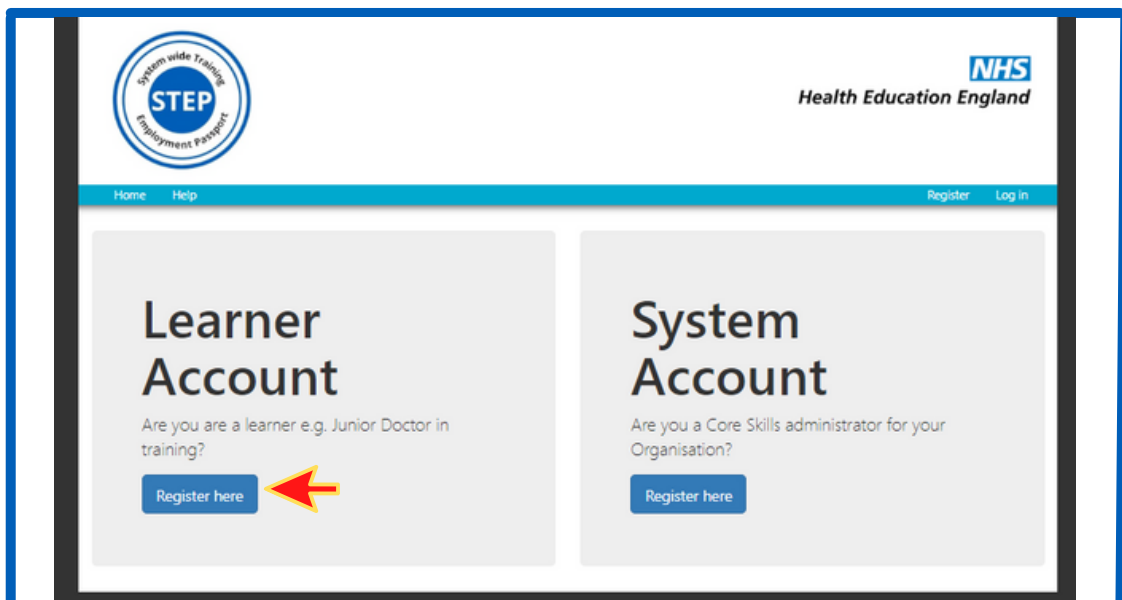
How to register, login and view training

How to register and login

1. If you have never used the STEP platform before, you can register by opening <https://step.hee.nhs.uk/> and selecting Register at the top right of the screen. If you already have an account, go to step 4.



2. Select **Register here** under the **Learner account**.



3. Enter your Email address and your Registration number or Employee ID, making sure that the details you put in are the same as in ESR and E-learning for Health (eLFH). If they are not the same you will not see your training/placements. Click on **Email Link**. You should receive an email with a link to confirm your account.

- 4.** If you already have an account, please enter your email address and password to **login**.
If you cannot remember your password, select the **Forgot your password** link in the bottom left corner, which will send you a link to your email.

STEP Dashboard

- 1.** Once logged into to STEP you will be presented with the below dashboard.

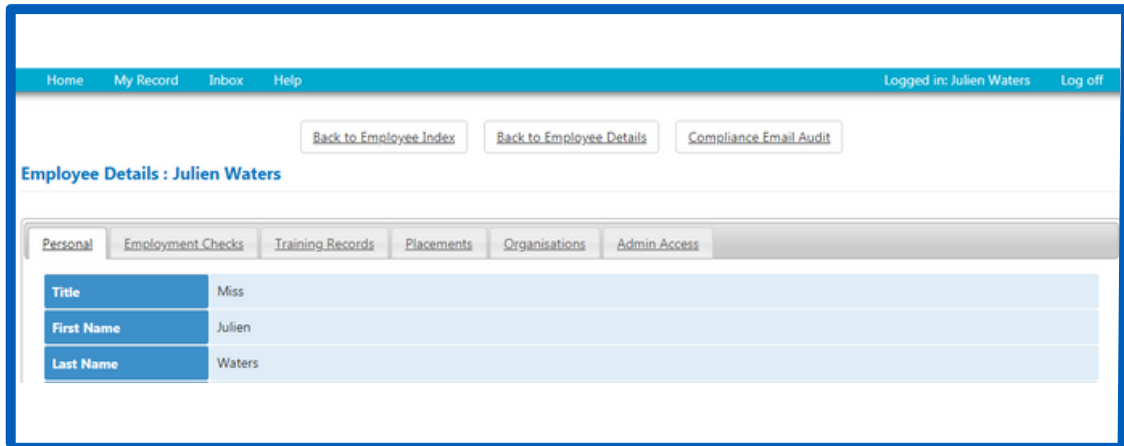
	Course Name	Training Provider	Validity	Start Date	Expiry Date	
✓	USC01-02K - Safeguarding Children Level 1	InHouse Training Limited	3 years	24/07/2018	24/07/2021	Details Certificate
✓	UIP01-01K - Infection Prevention & Control Level 1	InHouse Training Limited	3 years	09/07/2018	09/07/2021	Details Certificate

- 2.** The Compliance Dashboard shows what training the STEP system holds for you, when you last undertook it and based on validity period, whether the training is red, amber or green.

Checking your Training Records

1. Select **My Record** to see all the information about you in STEP.

Under the **Personal** tab, you can edit your personal information.



Under **Training Records**, you will see training that has been completed via ESR or eLFH here, sorted by date/RAG status so you can clearly see which training needs to be completed.

The screenshot shows the 'Employee Details: Bronwyn Driver' page. The 'Training Records' tab is selected, displaying a table with the following data:

Course Name	Training Provider	Assessment Status	Course Date	Refresher Period Yrs	RAG	Evidence	Details
URE01-01K - Resuscitation - Level 1	ESR	Pass	18-04-2019	1	●	View Evidence Click here to verify this evidence	Details

Under **Placements**, you will see the list of placements you have been assigned to and under **Organisations** it should say HEE - North West.

2. Below are the Core skills mandatory training courses that you need to complete in order to be fully compliant. We recommend you complete these via ESR and eLFH.

STEP CODE	STEP MODULE
ECR01-01K	NHS Conflict Resolution (Eng) (3 Yearly)
EIG01-01K	Info Governance & Data Security (Eng) (Annual)
UED01-01K	Equality, Diversity & Human Rights (3 Yearly)
UFS01-01K	Fire Safety (2 Yearly)
UHS01 -01K	Health, Safety and Welfare (3 Yearly)
UIP02-01K	Infection Prevention & Control Level 2 (Annual)
UPR02-01K	Awareness of Prevent (3 Yearly)
USA02-01K	Safeguarding Adults Level 2 (3 Yearly)
USC02-01K	Safeguarding Children Level 2 (3 Yearly)

The below courses need local assessment due to specific equipment being used at the Trust. Each module has two codes, one for the prerequisite course on ESR and the other for the face-to-face course at the Trust. We recommend both elements to be completed, however this decision is down to the local Host Trust.

STEP CODE	STEP MODULE
UMH02-01K	Moving & Handling Level 2 – Pre req course on ESR
UMH02-01P	Moving & Handling Level 2 – Practical course at Host
URE2A-01K	Resus Level 2 Adult BLS - Pre req course on ESR
URE2A-01P	Resus Level 2 Adult BLS - Practical course at Host

FAQ's

1. I am unable to complete the the Covid 19 Risk Assessment competency showing as a requirement on my ESR Record.

The Covid 19 Risk Assessment is carried out at your host organisation and is not an online module for Core Skills Statutory and mandatory training.

At your Host Organisation your Supervisor will send you the risk assessment form to complete. Once your Supervisor has received the completed form they will have an additional section to complete. This will then be sent to the Lead Employer ESR Team to mark as compliant. Your Supervisor should be aware that an N3 connection is needed for the e-link for the risk assessment form but there is also an alternative on an excel spreadsheet if this connection is not available.

If there are any problems with this process, please contact Lead.Employer@sthk.nhs.uk who can further assist with this matter.

Need help? For any STEP queries, please contact STEP.Helpdesk@sthk.nhs.uk

FAQ's

2. My personal information is incorrect on STEP, can these be changed?

All of the personal data on STEP is provided by HEE, so contact the STEP helpdesk and they will amend the data where necessary following security checks.

3. My placement is incorrect on STEP, can these be changed?

All of the placement data on STEP is provided by HEE, so contact the STEP helpdesk and they will verify the placement information and will escalate to HEE.

4. I have completed my training and I can see it on STEP but it doesn't appear in ESR

Please check that your email address and GMC number is the same in STEP as it is in ESR. These have to be the same across all platforms for the training to synchronise. If they are the same but you are still not seeing your training in ESR, contact **STEP.Helpdesk@sthk.nhs.uk**

5. I have completed my training on a local training platform, why doesn't it appear on STEP?

ESR and eLFH synchronises training data with the STEP platform on a weekly basis so we recommend using these platforms for your core skills training.

If you are using a different training platform, your local host must update your ESR or STEP profile manually with certificates/completions.