

E-LEARNING NON-COMPLIANCE

MANAGERS GUIDANCE

MANDATORY E-LEARNING

The Council has established a schedule of mandatory e-learning which should be undertaken by relevant employees at various stages of their employment with the council.

Some mandatory e-learning is one off, for example the 'Working for the council' module undertaken as part of a new employee's induction programme. Other mandatory e-learning modules require to be repeated annually or biennially and/or at specific times for example within one month of being appointment to a management role.

There are 16 corporate e-learning modules which require be completed by relevant staff on an annual or biennial basis by all employees, all network users or all managers as follows:

Frequency	Relevant Employees	Modules
Annual Refresh	All Network Users	User Security Awareness Data Protection Records Management
Annual Refresh	All Employees	Prevent – Counter Terrorism Delivering to Council Values Health and Safety Refresher Equality and Diversity Customer Service
Biennial Refresh	All Managers	Supporting Attendance at Work Mentally Healthy Workplace for Managers Recruitment and Selection Disciplinary Procedure Conducting Workplace Investigations Bullying and Harassment
Biennial Refresh	All Employees	Freedom of Information Fraud Awareness

Completion of the above corporate e-learning modules is monitored and compliance reported on a quarterly basis to the HR Programme Board.

NON-COMPLIANCE PROCESS

A trend of non-compliance has prompted the development of this guidance to support Service Managers in ensuring that mandatory e-learning is undertaken as appropriate within their teams.

The following table sets out the process of alerting and reminding staff of the requirement to complete mandatory e-learning, the appropriate action to be taken in the event of non-compliance and the officers responsible for taking the action:

Action	Responsible Officers
Email alert sent advising relevant employees of the requirement to undertake specific e-learning modules with a 4 – 6 week deadline.	Corporate L&D Team
Email reminder sent to relevant employees approximately half-way through the 4 – 6 week period.	Corporate L&D Team
Following a grace period of one month, report to Heads of Service on non-compliance.	Corporate L&D Team
Filter non-compliance report to Service Managers with instruction to advise individual employees of non-compliance and potential consequences.	Heads of Service
<p>Inform individual employees of breach of mandatory e-learning requirements.</p> <p>Issue warning as follows:</p> <ul style="list-style-type: none"> • Complete within one week = no further action (unless there has been previous non-compliance); or • Fail to complete within one week = informal disciplinary action (counselling). <p>Note: repeated non-compliance will be escalated to formal disciplinary action.</p>	<p>Service Managers</p> <p>(this action can be delegated to an appropriate manager in line with service specific scheme of delegation).</p>
Annual non-compliance report to Depute Chief Executives.	Corporate L&D Team

DISCIPLINARY ACTION

It is council policy that minor lapses in conduct or performance should be dealt with through informal counselling in the first instance. Counselling should be viewed as a means of encouraging improvement in an individual's conduct or performance and not merely as application of a sanction.

As with any essential training for their role employees should be reminded of the importance of completing mandatory e-learning when requested to do so. The e-learning modules identified as mandatory are those that help ensure employees undertake their duties safely, securely and in line with legislation. A lack of understanding in the areas covered by mandatory e-learning can result in serious consequences for the council, our customers and the employee.

Employees should also be advised that repeated non-compliance is likely to result in formal disciplinary action and the suspension of their IT network accounts.

Human Resources

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