

Partner Training Guidance

Introduction

1. It is important that all partners are up to date with new developments that impact their role as an HCPC partner. We will ensure that partners are equipped with the necessary skills to enable them to fulfil their role as a partner and provide services at the level expected.
2. This document sets out expectations for partners on training attendance and completion of mandatory training.

Induction training

3. All partners must attend mandatory induction training within twelve months of the completion of their assessment/interview before they can provide services. Offers will be withdrawn where a partner does not complete their full induction training within the given timeframe.
4. The length of induction training will be determined by the regulatory function to which the partner provides services. Induction training may include face-to-face or virtual training event(s) and/or eLearning, reading material or similar in preparation for providing services.
5. Partners will be provided with a signed contract after all induction training and relevant checks have been completed.

Refresher training

6. We need to ensure that partners are being informed about any new organisational or external developments, processes or legal changes to enable them to provide services.
7. Refresher training is mandatory, and the partner will be notified well in advance about upcoming training. Refresher training may include face-to-face or virtual training event(s) and/or eLearning, reading material or similar.

Knowledge library

8. Some regulatory functions provide knowledge libraries, which are available to partners. Partners are encouraged to make use the knowledge libraries to ensure that their skills are up to date at the point of providing services. The use of the knowledge libraries is not mandatory.

Fees

9. Face-to-face and/or virtual training events lasting half a day or longer will have the appropriate fee attached to them, which will be payable to the partner within four weeks of completion of the training. Partners are expected to attend the whole event and participate fully. There will be no fee payable to the partner for any preparation and/or reading time prior or after the event. Observing hearings or observing work the partner was not specifically asked to complete, will not attract any fee.
10. Mandatory eLearning, reading materials, participating in feedback or similar activities will not give result in any fees being payable to the partner. The same applies to all mandatory compliance training such information security, equality, diversity and inclusion (EDI) etc as these link in with updates to professional practice and/or your professional duties.

Non-compliance

11. Partner training is mandatory and part of the partner services agreement and Code of Conduct. Non-compliance with mandatory training requirements may result in the termination of the partner services agreement.
12. All eLearning training provided through our Learning Hub will have a specific deadline attached. We aim to provide partners with sufficient time to complete their training and development. If a partner wishes to request an extension of the deadline provided, they should contact the [Partner team](#) to discuss their options. Exceptional circumstances such as maternity, paternity, long-term illness etc. will be considered.
13. Face-to-face or virtual training events are mandatory. If these are annually or bi-annually reoccurring events we may allow a partner to

miss one event in exceptional circumstances, however, we reserve the right to temporarily put a hold on a partner providing services until they have completed all mandatory training, although their partner services agreement will continue.

14. Where a partner continues to miss additional deadlines or fails to attend training events, we reserve the right to terminate their contract with immediate effect.
15. It is important to contact the [Partner team](#) in advanced where a partner is unable to meet the given deadlines or attend any of the dates offered.