

SAP Education, Training and Development

Outline of SAP and eSAP training

Training for the Single Assessment Process (SAP) consists of the following different types of training:

➤ **SAP Basic awareness** – 6 modules :

1. **Implementing SAP in your area**- PowerPoint presentation, Success with SAP DVD, SAP Policy and Legal context.
2. **Effective assessment skills**- exercises and handouts on what makes a good assessment.
3. **Person centred approach to assessment**- includes 20 min film Keeping Milly Happy, exercises and handouts
4. **Sharing and protecting information** – how to complete consent form and guidelines for staff linked to information sharing protocol.
5. **Person held record** –an introduction to its use what it consists of , what are the criteria for issuing one etc.
6. **Introduction to FACE tools** – provides a basic understanding about what are FACE tools, what they replace and how to complete them.

NB: More detailed FACE Tools training is available on the use of FACE Tools and can be purchased at an additional cost from FACE on a train the trainer basis but should not be completed before the SAP basic awareness training.

- **eSAP training** - This training will be designed to enable you to use the peninsula-wide eSAP system and will be provided about 4 weeks prior to using the eSAP system to ensure skills can quickly be put in to practice.

NB- eSAP training can only be completed following basic IT skills training –

This should be part of the mainstream training provided by each organisation and is needed in preparation for the electronic single assessment process (eSAP) system.

How will training be delivered?

Each organisation has a responsibility to ensure each member of staff is trained and each local implementation team should have a joint health and social care education, training and development plan in place prior to SAP implementation. A key element of SAP and eSAP training is learning to work together across health and social care and to trust each other's assessments. **Wherever possible SAP training must be undertaken on a joint agency basis.**

Training materials

The SAP training has been designed by a group of learning and development leads from each organisation. The aim of the material is to ensure a consistent approach to SAP training across the peninsula. There is one set of agreed training materials. These are:

1. SAP Basic Awareness learning and development pack

-contains 6 modules with exercises and handouts and reference to the following additional training resources:

- **SAP basic awareness PowerPoint presentation** - a ten minute introduction to SAP
- **SAP basic awareness learning and development pack** - a set of modules and handouts for team meetings or a half-day workshop www.devon.gov.uk/sap-pro
- **"Success with SAP"** - A four-minute DVD with service-user and carer's experience of SAP and the person held record with a short explanation of what eSAP will do.
- **"Keeping Milly Happy"** - A 20 minute film (video or DVD) telling the true story of a husband and wife's experience of health and social care providing a discussion vehicle for person centred care and improving assessment skills.
- **"Listen To what I am Saying"** - person- centred care and the single assessment process-national DVD.
- **Large pull up poster boards** - featuring a SAP cartoon and case study- available from SAP programme team.
- **Handouts** - As listed in SAP Basic Awareness Learning and Development Pack.
- **e-Learning SAP Basic Awareness** - An e-learning module that introduces SAP. This can be found at www.devonlearning.net (available from March 07).

2. FACE Tools

FACE tools supplier provides the following guidance and training materials which include case vignettes and a completed overview assessments.

- FACE overview assessment v5 - Users guide
- FACE SAP Tool set v5 - Training materials
- Meeting the Standard - The FACE overview tools

These are available on the SAP website at www.devon.gov.uk/sap-pro

3. eSAP Training

- **Training materials and handbook for eSAP training** - (This training is not yet available. It will be developed with the eSAP supplier IBM.)
- Before this takes place each member of staff should have completed some basic IT skills training and a training needs questionnaire to assess the level of IT skills. This should be part of existing IT programmes and available from each organisation's IT department. A sample IT training needs questionnaire is available from the SAP website www.devon.gov.uk/sap-pro

Aspects of training not covered in SAP

- Basic IT skills training
- Training on the business processes/procedures used within each organisation.
- Training on the use of each organisation's existing or planned IT systems.
- Equality training (apart from awareness raising and good practice within SAP)
- Risk management
- Continuing health care (but SAP basic awareness be carried out prior to this)
- Other specialist assessment training

