NHS
St Helens and Knowsley Teaching Hospitals
NHS Trust

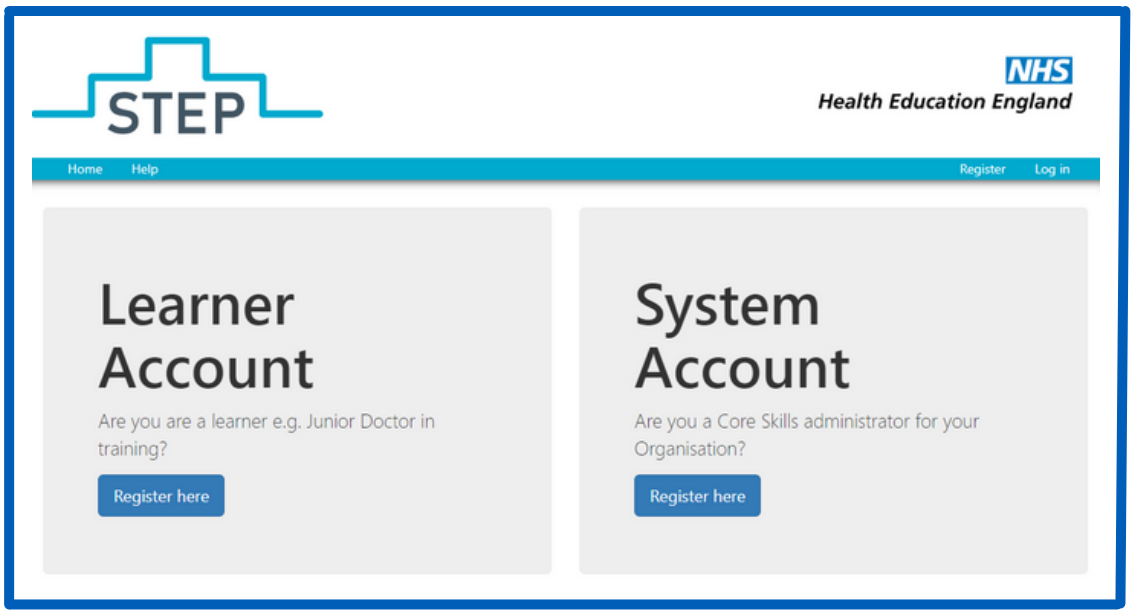
STEP
User Guide

# 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.**

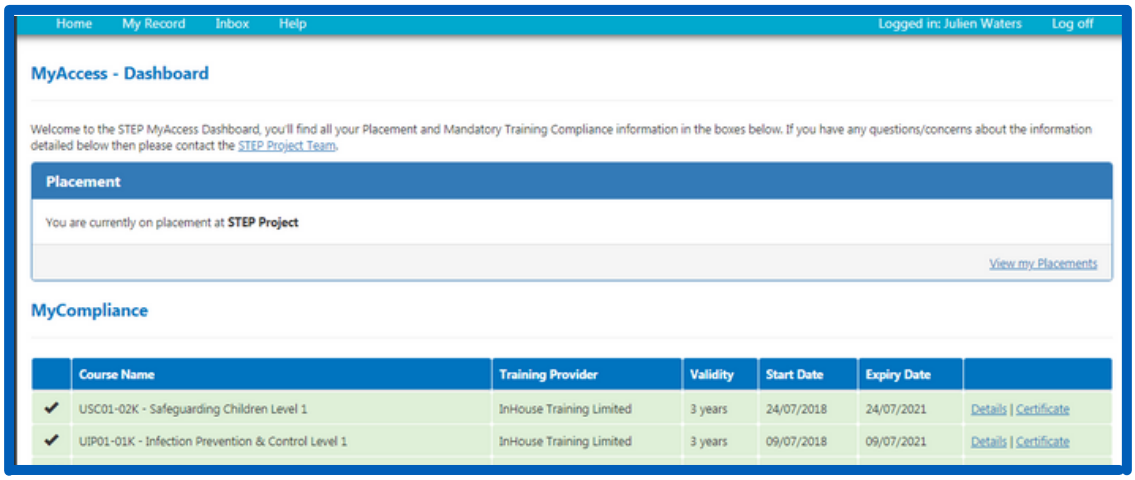



**3.** Enter your Email address and your Registration number or Employee ID, making sure that the details you put in are the same as in ESR and E-learning for Health (eLFH). Click on **Email Link.** You should receive an email with a link to confirm your account.

**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.

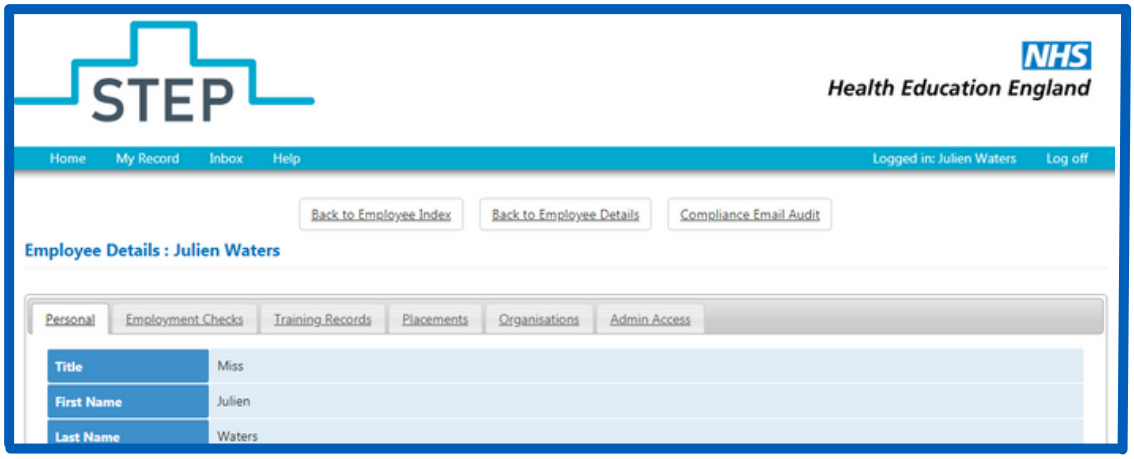



**2.** The Compliance Dashboard shows what training the STEP system holds for you, when you last undertook it and based on validity period, whether the training is red, amber or green.

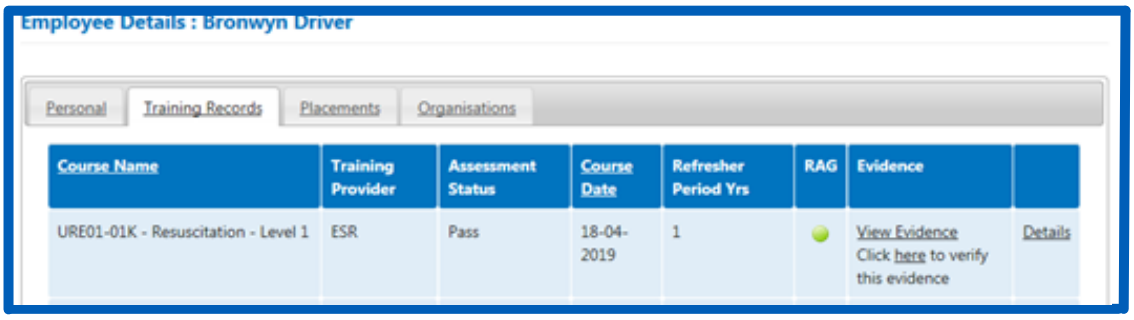
# Checking your Training Records

**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.




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 (3Yearly) |
| UFS01-01K | Fire Safety (2 Yearly) |
| UHS01-01K | Health, Safety and Welfare (3Yearly) |
| UIP01-01K | Infection Prevention & Control Level 1 (3 Yearly) |
| UIP02-01K | Infection Prevention & Control Level 2 (Annual) |
| UMH01-01K | Moving and Handling Level 1 (3 Yearly) |
| UPR01-01K | Basic Prevent Awareness (3 Yearly) |
| UPR02-01K | Awareness of Prevent (3 Yearly) |
| URE01-01K | Resuscitation Level 1 (Annual) |
| USA01-01K | Safeguarding Adults Level 1 (3 Yearly) |
| USA02-01K | Safeguarding Adults Level 2 (3 Yearly) |
| USC01-02K | Safeguarding Children Level 1 (3 Yearly) |
| USC02-02K | Safeguarding Children Level 2 (3 Yearly) |
| USC03-02K | Safeguarding Children Level 3 (3 Yearly) |
| URE2A-01K | Resuscitation - Adults Level 2 Knowledge |
| UMH02-01K | Moving and Handling Level 2 |

## 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 Line Manager will send you the risk assessment form to complete. Once your line manager 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 line manager 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 gillian.cartwright3@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 at a higher level so why am I receiving compliance email updates from STEP/local host?**

The Core Skills mandatory training courses have been designed as standalone sessions so where there is more than one level of training for a subject, users must complete all levels in order to be fully compliant.

**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.

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