



Wessex Supportive Workforce Development Programme



Contents

- [Page 3](#) **Introduction**
- [Page 3](#) **Development areas**
- [Page 3](#) **Competencies**
- [Page 4](#) **Your Induction**
- [Page 4](#) **Planning your development journey**
- [Page 4](#) **Development journey options**
- [Page 5](#) **Recording your development journey**
- [Page 6](#) **Training programmes**
- [Page 7](#) **Appendix A: Training course details**
- [Page 11](#) **Appendix B: Example training record**



Introduction

This development programme has been designed to guide staff working in cancer care in supportive roles through suitable training options that will increase their skills, knowledge and competence to deliver the best care for patients. Supportive roles include Pathway Navigators, Cancer Support Workers, Cancer Care Coordinators and MDT Coordinators as well as others working in similar jobs.

This is not a prescriptive programme, and dependent on previous knowledge, experience and specific duties, staff may require further or alternative development to feel competent and confident within their particular role. Whilst training courses often provide the knowledge that is required, development of skills and competence can be gained in many ways including learning from colleagues, shadowing, reading and reflecting on your practice.

Development Areas

There are eight development areas included in this programme that those in supportive roles should strive to grow and develop in:

1. **Cancer Awareness and Prevention**
2. **Cancer Diagnostics**
3. **Communication skills**
4. **Personalised care and Inequalities**
5. **Psychological Support**
6. **Self-Care and Development**
7. **Handling Data and Information**
8. **Professionalism**

Competencies

A competency framework is a structure, which sets out and attempts to define the key knowledge, skills and behaviours required for an individual to be able to perform a particular task or job. Attending training may provide the practical knowledge for individual competencies but staff also need to show the practical application of that skill to be signed off as “competent”.

In January 2023 the first national competency and careers framework for the cancer workforce was launched through the [ACCEND](#) (Aspirant Cancer Career and Education Development) Programme. ACCEND aims to support the cancer workforce with career pathways and associated learning. In Wessex we are encouraging all staff in cancer services to use the **ACCEND framework** to record their development journey. Prior to 2023 some staff have worked towards the **Competency Framework for the Care Navigator role as defined by HEE** (2016); for those that have previously used this framework there is support available to transfer your existing records into the new framework.

Your Induction

Induction will take place within your organisation where your employer is obliged to provide mandatory training for you in certain key elements of your role i.e., safeguarding, equality and diversity, data protection, fire awareness etc as per the individual Trusts induction programme.

It is suggested that the induction includes:

- General introduction to all team members and relevant departments you will need to link with;
- Observation of multiple clinics and procedures within your service area;
- Reviewing or drafting the job plan considering your objectives, service needs and existing team roles;
- Meeting with WCA Project Manager (for PN or CCC) or CSW area lead;
- Gaining an understanding of local services and information required for signposting;
- Data and IT induction including Somerset/My Medical Records as required.

Planning your Development Journey

1. Sign up to free accounts on the following platforms if you do not already have access:
 - [NHSE eLFH Hub](#) (previously e-learning for health)
 - [Macmillan Learning Hub](#)
2. Update your cancer awareness and diagnostics knowledge using the resources below as well as opportunities to learn within your team and organisation.
3. Meet with your manager to discuss your learning so they can help you to identify your strengths and areas for improvement.
4. View the **ACCEND Supportive workforce Capabilities** document identifying:
 - a) The areas you already feel competent in
 - b) The areas where you know you need to improve in
5. Consider which training option below would suit you best and map out which training you plan to attend using the table and descriptions on the next page

Development Journey options

- **Option one** – If you are **new to cancer care or have not done much training**, you may find it simplest to follow the ACCEND e-learning programme starting with Foundations of Cancer Care, then the Care Certificate followed by Essentials of Cancer Care to build your knowledge. These three courses build a good foundation in many of the 8 development areas. You can access ACCEND using the details below.
- **Option two** – provides an **alternative to option one, or is suitable** for those who have **some experience and/or training**. It allows you to select courses in areas where you know you need to develop your skills. You can also use these courses to enhance your knowledge once you have worked through the ACCEND programme. You can access these courses using the details below.
- **Option three** – helps to **build on your existing knowledge** when you have completed previous learning. This includes the Wessex Supportive Cancer Development Programme (WCDP) and the Principles of Cancer Care Programme (PCCP). These courses are accessed by invite from the WCA Workforce Project Manager.

Recording your Development Journey

Documentation of competencies and evidence of practice is the responsibility of the staff member and their line manager. Evidence can be recorded in the **ACCEND Supportive workforce Capabilities document**, this can be used as evidence when changing roles or moving between employers. It can also be a place where staff can document their continuing training and education.

You may wish to document any training you attend within a training record such as the example provided at the end of this guide, *in appendix B*.

Your learning Journey Top Tips

- Remember your journey is unique to you and should be an ongoing process
- Work with your manager to identify your development areas
- Before starting a course check the learning objectives to ensure it is not replicating something you have already done and that it is going to cover what you are hoping to learn.

Training Programmes

(Full course details can be found below in appendix A, all programmes listed here are free to access)

Development Area	Option one New to Cancer (ACCEND programme)	Option two Some Experience	Option three Looking to Develop	ACCEND Core Capabilities
1. Cancer Awareness and Prevention	ACCEND Foundations then Essentials	Macmillan: Introduction to Cancer and its treatments David O'Halloran Admin Oncology webinars : Cancer Demystified, Metastasis Explained and Staging & Grading of cancer.	ACCEND Principles of Cancer Care (PCCP)	Domain B and Domain C
				Domain A CiP 2.0, 7.0, 8.0
2. Cancer Diagnostics	ACCEND Foundations then Essentials	David O'Halloran Admin Oncology webinars		Domain A CiP 4.0, 6.0, 8.0, 9.0
				Domain B and Domain C
3. Communication Skills	ACCEND Foundations and Care Certificate	Macmillan: Essential Communication Skills MECC: Making every contact Count e-learning Macmillan: SAGE and Thyme	Wessex Supportive Cancer Development Programme (WCDP) or ACCEND PCCP	Domain A CiP 1.0, 3.0, 4.0
				Domain A CiP 2.0, 7.0, 8.0
				Domain A CiP 4.0, 6.0, 8.0, 9.0
				Domain A CiP 4.0, 5.0
				Domain B and Domain C
4a. Personalised Care	ACCEND Foundations then Essentials and Care Certificate	Macmillan: Understanding personalised care for people living with cancer	WCDP	Domain A CiP 1.0, 5.0
				Domain A CiP 4.0, 6.0, 8.0, 9.0
				Domain B and Domain C
4b. Inequalities	ACCEND foundations	Macmillan: Developing cultural competence in cancer care and support	WCDP or PCCP	Domain A CiP 1.0, 5.0
5. Psychological Support		Macmillan: Psychological support skills to enhance cancer care	PCCP	Domain C
6. Self Care and Development	ACCEND foundations		PCCP or WCDP	Domain G CiP
				Domain A CiP 1.0, 2.0 Domain D CiP 21
7. Handling Data and Information	ACCEND Care Certificate			Domain A CiP 1.0, 3.0, 4.0
				Domain E and Domain F
8. Professionalism	ACCEND Foundations then Essentials and Care Certificate		PCCP	Domain A CiP 1.0, 2.0 Domain D

Training Course Detail

This appendix provides more detail about the training courses in the development programme in three sections:

Option one New to Cancer	Option two Some Experience	Option three Looking to Develop
ACCEND: <ul style="list-style-type: none"> • Foundations in Cancer • Essentials of Cancer Care • The Care Certificate 	<ul style="list-style-type: none"> • David O'Halloran Admin Oncology • Macmillan courses including Sage and Thyme • MECC 	<ul style="list-style-type: none"> • ACCEND Principles of Cancer Care (PCCP) • Wessex Supportive Cancer Development Programme (WCDP)

Option One:

ACCEND Supportive and Assistive Toolkit

Access via: [Resource details \(learninghub.nhs.uk\)](https://learninghub.nhs.uk)

Account: Login using E-learning for Health account or via ESR if NHS staff. A free e-learning for health account can be set up [here](#)



New to cancer: Foundations of Cancer Care

A comprehensive e-learning programme which has been designed and developed for pre-registration nursing and allied health professional students. However, those working in job roles associated with supportive or assistive levels of practice would also find the course helpful and it will help increase their knowledge and understanding of many aspects of cancer care across the 9 sessions.

New to cancer: The Care Certificate

An identified set of standards that health and care professionals adhere to in their daily working life. Designed for the unregistered workforce, the Care Certificate gives everyone the confidence that health and care professionals have the same introductory skills, knowledge and behaviours to provide compassionate, safe and high-quality care and support in their own workplace setting.

Looking to develop: Essentials of Cancer Care

This course will enable you to:

- understand cancer as a disease.
- understand the symptoms of cancer.
- outline cancer diagnosis and/or referral pathways and how cancer services are organised.
- describe the main cancer treatment modalities and their side effects.

- appreciate the patient's experience of cancer and that of the patient's families.
- appreciate the patient's family's experience of cancer.
- signpost people affected by cancer to patient information, advice, and support.
- recognise unwell patients living with or beyond cancer and/or are receiving palliative care who need to be referred or escalated to specialist or senior colleagues.

Option Two:

Alternative Courses to Meet Your Individual Training Needs

David O'Halloran Admin Oncology

Access via:

- Live Webinar Bookings: <https://www.ohconsultancy.co.uk/webinars/webinar-schedule>
- Recorded webinars: [Training Catalog \(gototraining.com\)](https://www.gototraining.com)



Admin Oncology
Training 2021-2024.

Account: All Wessex staff can access these webinars free of charge using the Code **LIVE2020** you do not need to set up a separate account.

These webinars will help you improve your cancer knowledge without the need for travelling and time out of the office. Each webinar lasts around 60 mins and is run usually first thing in the morning or early afternoon. Recordings are also available. More details can be found in the flyer.

To start improving your cancer awareness attend these three webinars: *Cancer Demystified*, *Metastasis Explained and Staging & Grading of cancer*. There are many other webinars cover different tumour sites and treatments dependent on your role.

Making Every Contact Count

Access via: <https://www.e-lfh.org.uk/programmes/making-every-contact-count/>

Your Organisation may also provide MECC training ask your manager for more information.

Account: A free e-learning for health account can be set up [here](#)

Making Every Contact Count is an approach to behaviour change that utilises the millions of day-to-day interactions that organisations and people have with other people to support them in making positive changes to their physical and mental health and wellbeing. A Making Every Contact Count interaction takes a matter of minutes and is not intended to add to the busy workloads of healthcare professionals and the wider workforce, rather it is structured to fit into and complement existing professional clinical, care and social engagement approaches.

The e-learning is designed to support learners in developing an understanding of public health and the factors that impact on a person's health and wellbeing, emphasising how asking questions and listening effectively to people is a vital role for us all.

Macmillan: SAGE and Thyme Level one

Your Organisation may also provide Sage and Thyme training ask your manager for more information.

The SAGE & THYME Foundation Level/Online workshop reminds staff how to listen and how to respond in a way which empowers the patient. It discourages staff from 'fixing' and demonstrates how to work with the patient's own ideas first.

You will learn evidence-based communication skills to provide person-centred support to someone with emotional concerns using the SAGE & THYME structure.

This session will teach you how to use a structured approach to getting into and out of a conversation with someone who is upset or has concerns, whilst providing basic psychological support. The workshop uses a mix of small group work and films for the teaching.

The level 1 guidance states that all health and social care staff should be able to: recognise psychological distress, avoid causing psychological harm, communicate honestly and compassionately, know when they have reached the boundary of their competence.

Training Provided by Macmillan

Access via: The Macmillan learning hub: [Education and Training | Healthcare professionals | Macmillan Cancer Support](#)

Account: A free Macmillan learning hub account can be set up using the link above

Course	Description
Macmillan: Introduction to Cancer and its treatments	Welcome to the course 'Introduction to cancer and its treatments'. This essential level course will introduce you to what cancer is, including routes to diagnosis, risk factors and common signs and symptoms. You will also explore the main treatments for cancer and what happens after treatment ends.
Macmillan: Essential Communication Skills	Essential Communication Skills contains a number of short eLearning courses which are designed to increase your knowledge, skills and confidence when working with people. They also compliment the enhanced level communication skills courses which include Emotive Conversations in Health and Social Care, Courageous Conversations in Primary and Community Care, Courageous Conversations in Healthcare and Motivational Interviewing. It is recommended that learners complete the Essential Communication Skills eLearning courses before attending these enhanced level virtual events.
Macmillan: Developing cultural competence in cancer care and support	This e-learning course is in 10 bite-size sections that cover the background and policies of the changes that have been introduced with personalised care for all those with long-term conditions. There is an introduction to supportive conversations and the cancer specific interventions of holistic needs assessments, cancer care reviews, treatment summaries and, information and support.
Macmillan: Developing cultural competence in cancer care and support	The 'Developing cultural competence' e-learning programme will help you to improve cultural competence when supporting people living with cancer. It will equip you with the skills and knowledge to better understand how culture shapes people's beliefs and attitudes towards cancer, so you can provide more targeted support to people with cancer. It aims to contribute to improving the experience and outcomes of people from diverse cultural backgrounds.
Macmillan: Psychological support skills to enhance cancer care	This module aims to improve the learner's recognition of how and when to provide psychological support for people living with cancer. On completion of this module, you will be able to: Recognise the importance of assessing distress and anxiety levels in a person living with cancer and understand your role in psychological care. Identify key concepts of psychological care such as emotional regulation, basic attending skills and building empathic connections. Apply skills and tools to assess and manage distress and anxiety in individuals in your own place of work.

Developing your Understanding

Wessex Supportive Cancer Development Programme (WCDP)

Our locally developed training offer has been designed to help you enhance your skills in all the development areas. Delivered face to face over half days it currently covers:

- Personal wellbeing;
- Communication skills;
- Inequalities and personalised care.

Pathway Navigators, Cancer Support workers and Cancer Care coordinators will automatically be invited to these training dates which are repeated throughout the year in different locations. If you would like to be added to the mailing list please contact the workforce project manager.

ACCEND: Principles of Cancer Care (PCCP)

A blended learning course delivered to groups of 14 on a virtual platform offering the opportunity to share and learn with others working in similar roles. Participants are asked to commit to all 4 days to experience the full benefit of the course.

The course is suitable for all health and care staff working in a supportive roles who are working with people who are affected by cancer or who may have a potential cancer diagnosis. The PCCP is aligned to the capabilities in practice within the ACCEND education framework and is ideal for those who have completed the e-learning 'Foundations of Cancer Care' course and wish to enhance their knowledge within their current role.

There are a small number of funded places each year which will be allocated as appropriate through the Cancer Alliance to staff within supportive roles.

Calling all Cancer Support Workers/Cancer Navigators and Cancer Care Coordinators!

Principles of Cancer Care Programme

Join us on our 4 day virtual educational programme designed to improve your skills and confidence working within the cancer environment. The programme is aligned to the ACCEND programme's Supportive and Assistive Framework (due for publication in January 2023) and is funded by HEE.

The 4-day programme includes:

- Basic science and epidemiology of cancer
- Cancer detection, diagnosis and key interventions
- Effective and practical communication skills
- Physical and psychological impact of cancer
- Inequalities in cancer care
- Psychological skills and low level interventions

Plus - lots of interactive small group engagement, a chance to meet experienced colleagues in the same role(s) and a safe space to learn.

'Everyone should do this course - it completely changed the way I work - for the better!' Cancer Navigator C&M

Further details of the course can be found [here](#).
Applications are welcome through your Cancer Alliance (individual applications will not be accepted)
Cancer Alliances can register for 4 places on the course which will be offered from February to October 2023. Further details and registration can be found [here](#).
If you have any queries please contact: ccf-tr.canceracademy@nhs.net

