

What is the e-KSF?

The e-KSF is a web based toolkit, developed in partnership and funded centrally by the four UK Government Health Departments to help organisations apply and manage all aspects of the Knowledge and Skills Framework (KSF). It is provided FREE at point of use to all NHS organisations and is accessible from anywhere 24/7.

The e-KSF supports all elements of the KSF development process including the creation of post outlines, assigning post outlines to staff, recording the KSF development review, creating short term action plans (if required) and the creation, management and evaluation of Personal Development Plans (PDPs).

The e-KSF can now bi-directionally exchange data with the Electronic Staff Record (ESR) in England and Wales providing a more efficient and complete solution for developing people within NHS organisations in England and Wales. The Department of Health, the Welsh Assembly Government, the ESR and KSF teams all advise that the KSF should be managed through the e-KSF and ESR as joint systems.

There are many more features of the e-KSF - visit www.e-ksfnw.org for more information...

The following are the key additional features of the e-KSF:

- a single database - available to all staff to update and maintain their development review records and retain them if they move between NHS organisations
- secure and confidential - unique log-ins ensure users only see the information they're allowed to
- comprehensive reporting functionality, national reporting requirements are built into the tool to enable efficient monitoring of the application of the KSF and manager level reporting allows more control and management of the KSF within the organisation on individuals development
- ongoing development programme, even now the tool has reached maturity it will continue to evolve to fulfil the specific needs of NHS organisations.

What are the key benefits of the e-KSF?

There are key benefits of the e-KSF nationally, for organisations and for managers and staff.

The benefits of using the e-KSF for **organisations** are it:

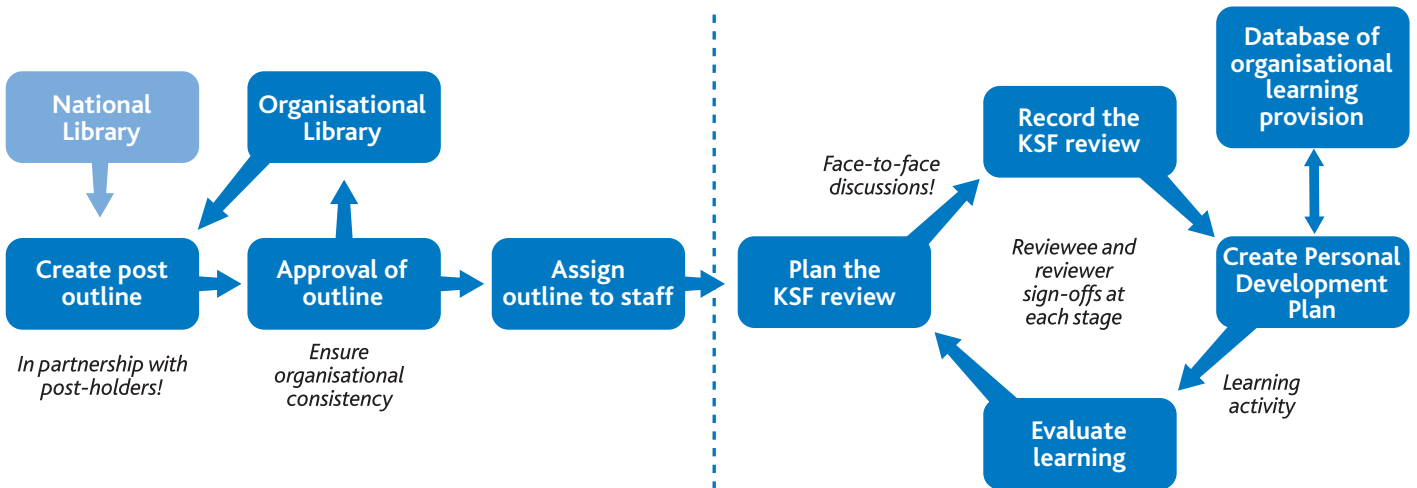
- allows the KSF to be rolled out to large numbers of staff quickly and easily
- enables monitoring of departmental and organisational performance in applying the KSF
- provides information for compulsory national reporting requirements in relation to the KSF
- supports organisations to take action to address any governance, safety or quality issues
- increases clarity of staff progress and equality and diversity monitoring
- minimises paperwork and administration management and increases confidentiality of staff records
- ensures a fair and equitable KSF process (everyone has access to the same system)
- identifies local and national competencies and gaps
- supports knowledge and skills for succession planning
- creates a structured method of capturing development needs
- facilitates the targeted use of learning and development budgets
- acts as a driver for IT skills and infrastructure development.

The benefits of using the e-KSF for **individuals** are it:

- helps managers to effectively manage the KSF development review process for their staff, which is enhanced through manager level reports
- helps staff to keep a record of their achievements, learning and development
- supports a transparent, partnership process – sign offs are required by reviewer and individual
- ensures equality of opportunity within roles and for development opportunities
- is accessible 24 hours a day, 7 days a week
- creates a complete history of development reviews, plans, learning and evaluation that is transportable to other NHS organisation
- provides a platform for more focused development – and creates a reason to develop.

What are the key processes within the e-KSF?

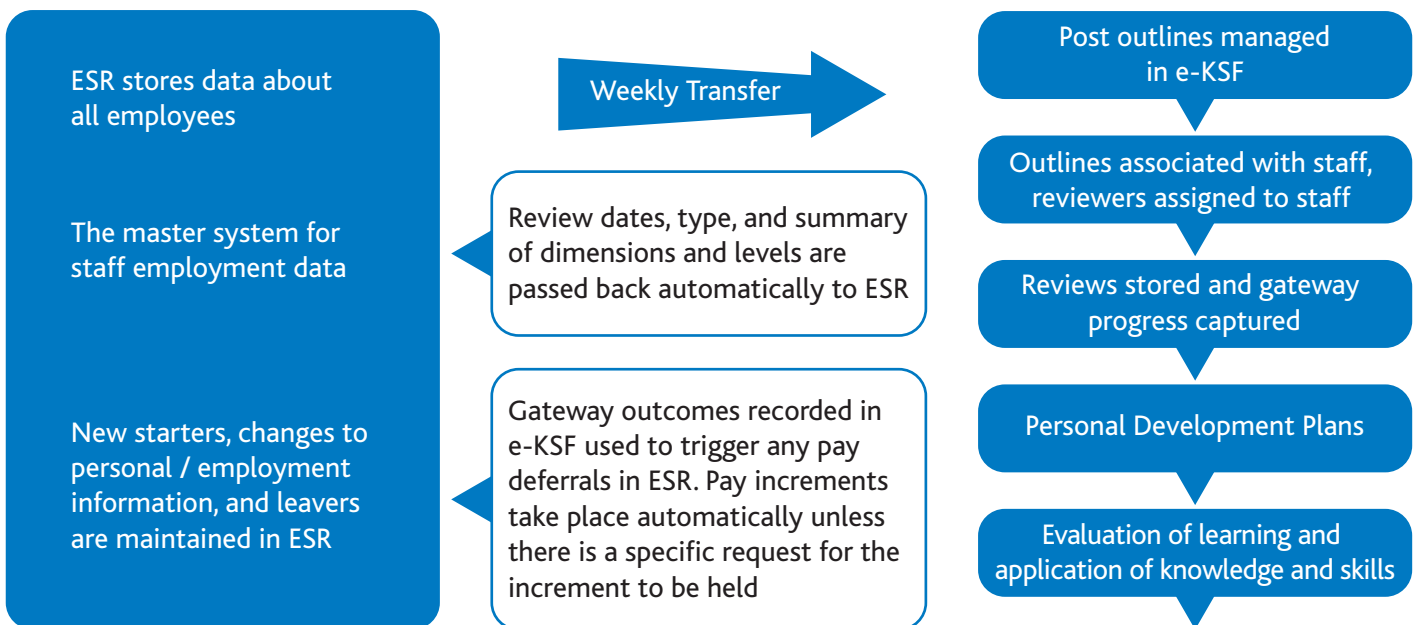
The diagram below highlights the key processes that are covered on the e-KSF:



How will the bi-directional link between the e-KSF and ESR work in England and Wales?

The Department of Health and the Welsh Assembly Government have funded a project to link two key people management systems – the e-KSF and the Electronic Staff Record (ESR). These systems can now be set up to exchange data with each other, providing a more efficient and complete people development solution for NHS organisations in England and Wales. The link between the e-KSF and ESR is now complete and is being successfully rolled out within organisations in England and Wales.

The diagram below shows an overview of how the e-KSF and ESR will exchange data once the bi-directional link is live for an organisation:



The national advice from the Department of Health and Welsh Assembly KSF and ESR teams is that the Knowledge and Skills Framework should be managed through the e-KSF and ESR as joint systems.

National guidance is that the ESR system should be used to enter all person, position and organisation data (Assignment information). This Assignment information is then automatically transferred into the e-KSF system. The e-KSF system should be used to record KSF post outlines, KSF reviews, outcomes of KSF gateway reviews, and an individual's Personal Development Plan. Information feeds back through the link into ESR from the e-KSF to enable local and national reporting through the ESR Data Warehouse.

What are the key benefits of the e-KSF /ESR link?

The key benefits of the e-KSF / ESR link to organisations are it will:

- save administration time (estimated savings across the UK are £1m p.a.) - the link ensures that all basic staff data recorded on the ESR system (e.g. payband, staff group, age, gender) is available (with appropriate confidentially safeguards) within the e-KSF
- enhance the benefits of both as national systems - as individuals move location within the NHS they will not need to learn how to use a multitude of local systems, nor will their transferable records need to be re-entered
- pre-populate pay data within e-KSF reducing confusion from managers about pay data and gateways
- pay gateway outcomes recorded in e-KSF can be used to automatically inform your payroll department, using ESR, of any pay deferrals or reinstatements that are required
- help build more accurate, powerful organisational data which can be used:
 - for local monitoring of KSF implementation and use as set out in the Agenda for Change agreement which will form the basis of the national monitoring required by the NHS Staff Council
 - to allow organisations to comply with legislative requirements on equalities monitoring, and provide staff development information required by the Healthcare Commission and other national bodies
 - to identify local and national competency skill gaps and facilitate the targeted use of learning and development budgets.

For more information on the e-KSF / ESR link - visit www.e-ksfnow.org

Where should reports be generated?

Organisation-wide reports of progress with the KSF can be run from the e-KSF and ESR systems:

- Detailed departmental breakdowns should be run in ESR, because the organisation structure can currently be stored in more detail this system. ESR can report at dimension levels on post outlines, review outcomes and an individual's profile.
- To analyse the detailed aspects of the Personal Development Plan, post outlines and KSF development review outcomes, the reports in the e-KSF produce more appropriate information due to the richer data stored in the e-KSF.

Individual employees and their managers can be notified about the KSF process in two ways. ESR includes online notifications (visible to managers and staff when they log in to ESR self service). The e-KSF allows email-based notifications of things like upcoming gateway reviews due, with emails delivered directly to employee's inbox.

What resources do organisations need to implement the e-KSF?

The Knowledge and Skills Framework documentation and training materials, and the e-KSF system and materials, are provided free of charge to NHS organisations. However there is a necessary resource implication to rolling out the KSF in your organisation. This includes:

- specific project management of the KSF roll-out
- creating and consistency checking KSF post outlines
- KSF communications plan, and KSF awareness for staff
- KSF and e-KSF training for managers and reviewers
- recording the results of KSF reviews and PDPs – whether on paper or on e-KSF
- monitoring the KSF roll-out – whether manually or using the e-KSF system – and reporting back on progress to national partnership groups.

We are sometimes told “the e-KSF feels like lots of work”. This isn't true. The work involved to rollout the mandatory KSF process, will benefit Trusts in terms of improved competence of staff, improved motivation and better patient care.

We would welcome your thoughts on these areas, so that we can work together to realise the wider potential benefits that the e-KSF can bring. Please contact your local e-KSF Account Manager directly to arrange a meeting, if you don't know who this is then please email info@e-ksf.org

How can e-KSF data be used strategically and by a wider group of stakeholders?

Not only does the e-KSF help you to comply with the requirements of the Agenda for Change, but data can also be used to inform your local organisation's strategy. For example, the e-KSF will:

- identify trends and gaps and inform workforce planning (recruit/retain/develop)
- inform education commissioning
- support employee development
- develop national and local development interventions based on greatest service need
- develop "bundles" of KSF-based competencies for roles and services – driving flexible working
- develop flexible career paths based on competency development
- facilitate internal moves by matching people to posts, and identify potential successors for key roles
- and much much more, bringing benefits beyond the HR agenda.

What help is available to organisations looking to implement the e-KSF?

There is a national e-KSF account management team who have a wealth of experience from working within, or for the NHS. The team provide a set number of free days support to Scotland, Wales and Northern Ireland and to each SHA in England. In addition to this there is a comprehensive support site www.e-ksfnow.org where you can find training materials in a variety of formats to meet your organisation and team learning needs.

If your organisation feels they would benefit from more support the e-KSF team can be commissioned to provide additional help. For example:

- on site training
- 'train the trainer' training to allow an internal roll out to staff
- project management of KSF/e-KSF rollout
- support on any other KSF/e-KSF related work
- support to enable you to integrate your current systems with the e-KSF
- and much much more - so please speak to your local e-KSF Account Manager directly to arrange a meeting, if you don't know who this is please email info@e-ksf.org and we will put you in touch.