

TRAINING & CAPABILITY DEVELOPMENT SERVICES

Independent advisory support to build sustainable capability and learning approaches.

Delivering Meaningful Impact
Across NHS Healthcare



SKILLS

Training & Capability Development Services



Introduction

Digital transformation programmes and live system environments require well-designed training and capability development to ensure staff are prepared, confident and supported. Public-sector organisations must balance immediate training needs with longer-term capability building, while working within governance, assurance and operational constraints.

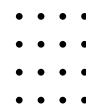
Training & Capability Development Advisory Services provide independent, buyer-side professional support to NHS and wider public-sector organisations. The service supports the design, coordination, and sustainment of training and capability approaches aligned with local operating models, without assuming responsibility for system delivery, operational training ownership, or managed service provision.

Organisations typically engage this service during EPR implementation, system optimisation, major upgrades or when internal training capacity needs to be strengthened alongside live service delivery.

Why St. Vincent's Consulting

St. Vincent's Consulting supports NHS and wider public-sector organisations at critical points of digital, clinical and organisational change, where decisions are complex, scrutiny is high, and the margin for error is small. Our work sits at the intersection of strategy, governance and delivery reality, helping organisations make decisions that are both ambitious and implementable.

We provide independent, buyer-side support, acting in the organisation's interests rather than representing technology suppliers. Our approach combines practical delivery experience with a strong understanding of clinical safety, information governance and public-sector assurance, enabling organisations to progress change with clarity, confidence and appropriate oversight.



Service Features & Capabilities



Training Needs Analysis and Capability Assessment

Understanding organisational skills and capability requirements is essential to effective training planning. This service area supports structured assessment of training and capability needs linked to digital systems, workflows and operational processes.

Service features include:

- Training needs analysis (TNA) and skills gap assessment
- Review of roles, responsibilities and learning requirements
- Alignment of training needs with programme and service timelines
- Advisory input to governance and assurance processes

Training Design & Development Advisory

Well-designed training materials and approaches improve adoption and sustainability. This service area supports the design of training solutions tailored to organisational context.

Key features include:

- Advisory input to training approach and curriculum design
- Development of role-based training frameworks and materials
- Alignment with clinical, operational and digital workflows
- Review and refinement of training content



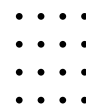
Training Delivery Coordination & Facilitation Advisory

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Service Overview



Training & Capability Development Advisory Services provide modular advisory and coordination support across training needs analysis, design, delivery coordination, knowledge transfer and capability sustainment. Services may be procured individually or combined to reflect organisational need, programme stage and system context.

All services are advisory in nature and are designed to complement internal clinical, operational, digital and change teams. Services are delivered independently of system implementation, live system operation or long-term training service provision.

Service Features & Capabilities

In practice, these services help organisations plan and sustain training activity during periods of change, ensuring staff are supported while services continue to operate.

Training Needs Analysis & Capability Assessment

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Key features include:

- Training needs analysis (TNA) and skills gap assessment
- Review of roles, responsibilities and learning requirements
- Alignment of training needs with programme and service timelines
- Advisory input to governance and assurance processes





Training Delivery Coordination & Facilitation Advisory



Effective delivery requires coordination across stakeholders and delivery modes. This service area supports the organisation and facilitation of training activity.

Key features include:

- Coordination of training schedules and resources
- Communication with clinical, operational and digital stakeholders
- Advisory support for attendance tracking and reporting
- Alignment with programme and operational delivery plans

Knowledge Transfer & Capability Sustainment Advisory

Sustaining capability beyond initial training delivery is critical to long-term resilience. This service area supports organisations in embedding knowledge, reducing reliance on external support and building internal confidence over time.

Key features include:

- Coordination of training schedules and resources
- Communication with clinical, operational and digital stakeholders
- Advisory support for attendance tracking and reporting
- Alignment with programme and operational delivery plans



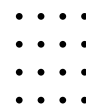
Academy and Apprenticeship Advisory Models

Targeted academy and apprenticeship approaches can support longer-term skills and resource development. This service area supports the design and establishment of tailored programmes.

Key features include:

- Advisory design of academy and apprenticeship models
- Alignment with organisational roles, systems and workforce needs
- Advisory input to programme setup and governance
- Support for integration with local capability strategies





User Information, Guidance and Support



Buyers receive appropriate guidance, documentation and advisory outputs throughout engagements. This may include training frameworks, analysis outputs, recommendations and handover materials to support auditability and internal ownership.

Onboarding and Offboarding

Onboarding activities include confirming scope, objectives, governance arrangements, and information requirements. Offboarding includes a structured handover of advisory outputs and materials to support continuity following engagement completion.

Availability and Delivery Model

Services are delivered collaboratively with client clinical, operational, digital and change stakeholders and operate within established governance and assurance arrangements.

Engagements may be delivered remotely, on-site or through blended delivery models, depending on organisational requirements and engagement scope

Pricing and Commercial Information

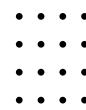
Pricing is provided on a time-and-materials or fixed-price basis, depending on the nature and duration of the engagement. Pricing details are published on the Digital Marketplace.

The service does not include system implementation, live system operation, permanent training delivery services or managed services.

Certifications and Standards

Service delivery takes account of recognised NHS and public-sector standards, guidance and best practice relating to training, capability development, governance and assurance.





Procurement Information



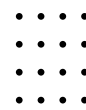
Training & Capability Development Advisory Services are available to NHS and wider public-sector organisations through the G-Cloud 15 framework, under Lot 3 (Cloud Support).

Services may be procured directly via the Digital Marketplace in accordance with the G-Cloud framework rules.

Additional Information

Further information, including service features and engagement options, is available via the Digital Marketplace. Buyers may request additional information to support evaluation and Call-Off Contract award in accordance with the Framework Contract.





University Hospitals of Leicester NHS Trust First Light EPR Advisory & Assurance

Context

St Vincent's Consulting provided First Light EPR Advisory & Assurance Services to University Hospitals of Leicester NHS Trust following the implementation of its Electronic Patient Record environment.

The engagement focused on strengthening post-implementation governance, assurance, and optimisation planning, supporting the Trust in stabilising EPR operations, identifying risks and improvement opportunities, and building sustainable internal capability without assuming responsibility for live service operations or supplier management.

Advisory Support Included:

- Review of EPR governance and assurance structures
- Advisory input to risk, issue and dependency management
- Support for assurance reporting and decision documentation
- Review of current-state EPR use and capability maturity
- Advisory input to optimisation priorities and improvement roadmaps

Outcomes:

The First Light advisory support helped the Trust improve oversight and assurance of its EPR environment and informed a structured approach to optimisation and capability development.

The programme was subsequently shortlisted for the 2025/6 HTN Health Tech Case Study of the Year, in recognition of its contribution to sustainable digital capability.

