DPS & BJM | IG & Data Privacy Training

# DPS & BJM IG and Data Privacy Training Information Governance Practitioner (Health and Care)

## Highfield Accreditation Programme Summary

Start Date:          03/07/2023

Revision:            1

**End Date:          03/07/2026**

# Contents

## DPS & BJM IG and Data Privacy Training
## Information Governance Practitioner (Health and Care)

### Introduction

This summary is designed to outline all information related to this Highfield Accredited Programme for DPS & BJM and Data Privacy Training.

This programme is written and owned by DPS & BJM and Data Privacy Training and accredited by Highfield.

This is not a regulated qualification, nor is it recognised by the regulators of England, Wales, Northern Ireland or Scotland (Ofqual, Qualifications Wales, CCEA and SQA).

**Under no circumstances should this programme be represented to be a qualification or that it is recognised by any qualification regulator.**

### Programme objective and content

This programme is for learners to gain a good understanding of all information governance-related laws, legislation and guidance in the health and care sector.

It covers the collection of personal data including justification and consent, privacy policies, record management and retention, roles and responsibilities for a successful IG culture, operational frameworks along with the requirements of the NHS record management code of practice.

### Entry requirements

No age restriction but requires some information governance related experience.

### Geographical coverage

This learning programme has been developed for learners in the UK.

### Delivery guidance

This programme is made up of 30 GLH delivered over a six-month period, which is made up of 10 tutor-led sessions. There is also a recommendation of pre-session work, post-session exercises, exam preparation and self-study time totalling 40 hours . Full details of all content can be found on pages 5 onwards of this document.

To effectively deliver this programme, the centre must have the following resources in place:

- PC or laptop to deliver the on-line session
- PowerPoint software

### Assessment guidance

This programme will be assessed by a variety of multiple-choice exams, verbal exercises and workbook exercises following each module and there will be a 1 hour examination at the end of each module. All modules need passing to gain the full accreditation.

## Quality assurance and standardisation

Internal Quality Assurance activities are to take place and include the following over time:

- observation of teaching and learning;
- quarterly standardisation meetings with all meetings being recorded and minuted.

## Tutor/assessor requirements

These requirements will be the responsibility of the centre to enforce.

Tutors for this programme are required to have:

- completed the Information Governance Practitioner Certificate (health and care) accreditation
- 2 years' experience within a senior IG role
- experience in public speaking and training delivery

Assessors for this programme are required to have:

- completed the Information Governance Practitioner Certificate (health and care) accreditation
- information governance experience with health and care at senior level (minimum 2 years)
- experience in public speaking and training delivery
- up to date knowledge of official NHS and other applicable health and care official guidance

## ID requirements

It is the responsibility of the centre to have systems in place to ensure that the person attending is indeed the person they are claiming to be.

## Programme content

The accreditation consists of five modules:

| | Modules | Outcomes |
|---|---|---|
| 1 | Information Governance and the Law | Understand the essential legislation and principles and their relationship to Information Governance in the NHS and Social Care. |
| 2 | Information Management | Understand the core aspects of information management and how they work in practice |
| 3 | Information Governance Frameworks, Roles and Culture | Understand the purpose of an IG Framework, how one can be implemented and the key roles and responsibilities that underpin a successful IG culture. |
| 4 | Information Governance in Practice | Understand the business-as-usual activities at the centre of IG and how they should work in practice. |
| 5 | Information Governance Training, Awareness and Communication | Understand the importance of training, awareness and communication, how to assess training needs and deliver an appropriate training programme. |

# Highfield Accreditation Programme Summary

## Programme content

| Module 1 | Information Governance and the Law | | | |
|---|---|---|---|---|
| **Outcomes** | Understand the essential legislation and principles and their relationship to Information Governance in the NHS and Social Care. | | | |
| **Timings** | **Content** | **Trainer activities** | **Learner activities** | **Resources** |
| 2 hours | Learner Preparation | | To read their organisation's Information Governance Policy (or equivalent) and score it against the "checklist of core requirements" | Self-study |
| 3 Guided Learning Hours | Tutor Session | Introduction to the various legislation:<br><br>• Definitions/ Principles<br><br>• Rights/Transfers/Security<br><br>Discussion on what their checklist scores tell us about how their organisation currently manages IG. | Learners will cover:<br><br>• UK GDPR<br>• Data Protection Act 2018<br>• Common Law of Confidentiality<br>• Access to Health Records Act 1990<br>• Privacy and Electronic Communications (EC Directive) Regulations 2003<br>• Freedom of Information Act 2000<br>• Environmental Information Regs 2004 | Workbook |

| | | | | |
|---|---|---|---|---|
| | | | • Human Rights Act 1998<br>• Protection of Freedoms Act 2012 (in relation to CCTV | |
| 2 hours | Post-session exercise | *"Find the right article"* game<br><br>Delegates are provided a list of things to "find" amongst the legislation, and some links to the right laws. e.g. "find Notification of Personal Data Breaches to the Commissioner" correct answer = UK GDPR Article 33. | | Self-study |
| 3 Guided Learning Hours | Tutor Session | Further detail on the various legislation, and how they interact.<br><br>Introduction to the 10 National Data Guardian (NDG) standards and the Data Security and Protection Toolkit (DSPT).<br><br>Review of "find the article" game scores. | Learners will cover:<br><br>• How the FoIA and DPA interact<br>• How law gets implemented in the NHS and social care:<br>  o Caldicott Guardian Principles<br>  o 10 National Data Guardian (NDG) Standards<br>  o Data Security and Protection Toolkit (DSPT)<br>  o NHS England – Transformation Directorate: Information governance guidance | Workbook |

| | | | | |
|---|---|---|---|---|
| | | | o Codes of Practice, e.g.:<br>▪ Confidentiality: NHS Code of Practice<br>▪ Data Sharing | |
| 4 hours | Exam Preparation | | Self-study/workbook completed by learner in preparation for exam | Self-study<br><br>Workbook |
| 1 hour assessment | Exam | | Learner will sit a 30 question multi-choice question followed by a 15-minute professional discussion | |

| Module 2 | Information Management | | | |
|---|---|---|---|---|
| **Outcomes** | Understand the core aspects of information management and how they work in practice | | | |
| **Timings** | **Content** | **Trainer activities** | **Learner activities** | **Resources** |
| 2 hours | Learner Preparation | | Delegate is asked to read their organisation's Retention Schedule and Privacy Policy and use the comparison tool to assess how aligned they are. | Self-study |
| 3 Guided Learning Hours | Tutor Session | "Understanding data flows and how to be transparent"<br><br>• Justifying processing: lawful basis and the basis for processing Special Category Personal Data.<br>• What a ROPA is and whether the DSPT requires more in your Information Register.<br>• What a Privacy Policy is (and is not); what Privacy Notices are; how these link back to the ROPA.<br>• What record retention means.<br><br>Discussion on what schedules and policies tell us about how aligned the organisation's thinking is.<br><br>Introduction to individual rights, and how good information management can make them easy. | Learners will cover:<br><br>• Records of Processing Activities / Information Register<br>• Privacy Policy<br>• Retention Schedules<br>• Individual Rights Management (including the national data opt-out) | Workbook |

| | | | | |
|---|---|---|---|---|
| 2 hours | Post-session exercise | "Where do you store data and information?" game<br><br>Delegates are provided with a list of systems, departments and services, and asked to confirm whether they are in use and what data / information they hold. | | Self-study |
| 3 Guided Learning Hours | Tutor Session | "What is records management?"<br><br>• Introduction to the management of records; Codes of Practice; systems; handling paper records; digitising records; secure sharing. | Learners will cover:<br><br>• NHS Records Management CoP<br><br>• CoP on the Management of Records (Section 46 the FoIA) / The National Archives (TNA)<br><br>• Other aspects of information management<br><br>  ▪ Electronic Records Management, Paper Records, Information Assets, Data/Information Quality/Accuracy | Workbook |
| 4 hours | Exam Preparation | | Self-study/workbook completed by learner in preparation for exam | Self-study<br><br>Workbook |
| 1 hour assessment | Exam | | Learner will sit a 30 question multi-choice question followed by a 15-minute professional discussion | |

| Module 3 | Information Governance Frameworks, Roles and Culture | | | |
|---|---|---|---|---|
| **Outcomes** | Understand the purpose of an IG Framework, how one can be implemented and the key roles and responsibilities that underpin a successful IG culture. | | | |
| **Timings** | **Content** | **Trainer activities** | **Learner activities** | **Resources** |
| 2 hours | Learner Preparation | | Understand the purpose of an IG Framework, how one can be implemented and the key roles and responsibilities that underpin a successful IG culture. | Self-study |
| 3 Guided Learning Hours | Tutor Session | "What do you do?"<br><br>Introduction to the five key IG roles:<br><br>• The roles and their responsibilities<br>• The differences and similarities in the roles<br>• How the roles should interact together<br>• Can someone fulfil more than one role?<br><br>Discussion: what does the prep work tell us about how their organisation IG Governance. | Learners will cover:<br><br>• Data Protection Officer (DPO)<br>• Senior Information Risk Owner (SIRO)<br>• Caldicott Guardian<br>• IG Leads<br>• Information/Cyber Security Lead/Manager | Workbook |
| 2 hours | Post-session exercise | "Stat attack" game<br><br>Review the IG statistics reported in your organisation.<br><br>• What are the stats?<br>• Where are they reported (e.g. to which committee / Board) | | Self-study |

| | | | | |
|---|---|---|---|---|
| | | • How frequently? | | |
| 3 Guided Learning Hours | Tutor Session | Introduction to IG Frameworks<br><br>• What makes an effective, operational framework?<br>• What is information risk management?<br>• How should IG relate to Corporate Governance?<br><br>What should be monitored and audited to establish a positive IG culture? | Learners will cover:<br><br>• Information Governance Frameworks and Structures<br>• The IG Framework's relationship to wider Corporate Governance<br>• Information Risk Management<br>• Performance management and audit<br>• The role of the Leadership Team | Workbook |
| 4 hours | Exam Preparation | | Self-study/workbook completed by learner in preparation for exam | Self-study Workbook |
| 1 hour assessment | Exam | | Learner will sit a 30 question multi-choice question followed by a 15-minute professional discussion | |

| Module 4 | Information Governance in Practice | | | |
|---|---|---|---|---|
| **Outcomes** | Understand the business as usual activities at the centre of IG and how they should work in practice. | | | |
| **Timings** | **Content** | **Trainer activities** | **Learner activities** | **Resources** |
| 3 Guided Learning Hours | Tutor Session | "How can I be proactive (part 1)"<br><br>• Introduction to Information security / cyber security<br> ▪ What the law requires and what the DSPT wants<br> ▪ What to learn from WannaCry<br>• Introduction to working with suppliers and partners<br> ▪ Contracts, DPAs, Information Sharing Agreements; due diligence<br>• Introduction to risk assessment<br> ▪ DPIAs, DP by Design/Default; DTAC; re-use of data<br>• Introduction to data outside the UK/EEA<br> ▪ International transfers / other laws<br><br>How to work with existing functions and processes | Learners will cover:<br><br>• Information / Cyber Security.<br>• Contracts and Data Processing Agreements.<br>• Information Sharing Agreements.<br>• Data Protection by Design & Default.<br>• Data Protection Impact Assessments<br>• Digital Technology Assessment Criteria (DTAC). | Workbook |
| 4 hours | Post-session exercise | Complete two workbook examples: a DPIA for a new CCTV; contract terms with a suppler disposing of hard drives. | | Self-study |

| | | | | |
|---|---|---|---|---|
| 3 Guided Learning Hours | Tutor Session | "How can I be proactive (part 2)"<br><br>• Culture and Breaches<br>• Why must we manage breaches?<br>• Incident reporting system – i.e. The reporting process<br>• Incident management procedure – i.e. The steps to take<br>• Reporting to the ICO, individuals and management<br>• Learning Lessons, human error and organisational non-compliance<br><br>Review delegate completed workbooks | Learners will cover:<br><br>• Staff awareness and a "no blame" culture.<br>• How near-misses can be useful to you.<br>• Assessing the impact of a breach (Guide to the Notification of Data Security and Protection Incidents).<br>• Communication (internal and external).<br>• Network and Information Systems Regulations 2018 ("NIS Regulations")<br>• Learning lessons, Root Cause Analysis, human error and non-compliance. | Workbook |
| 4 hours | Exam Preparation | | Self-study/workbook completed by learner in preparation for exam | Self-study<br><br>Workbook |
| 1 hour assessment | Exam | | Learner will sit a 30 question multi-choice question followed by a 15-minute professional discussion | |

| Module 5 | Information Governance Training, Awareness and Communication | | | |
|---|---|---|---|---|
| **Outcomes** | Understand the importance of training, awareness and communication, how to assess training needs and deliver an appropriate training programme. | | | |
| **Timings** | **Content** | **Trainer activities** | **Learner activities** | **Resources** |
| 2 hours | Learner Preparation | | Review two reprimands issued to NHS organisations. Answer the questions on what they tell us about policy, procedures, training and awareness. | Self-study |
| 3 Guided Learning Hours | Tutor Session | "Why do training?" The building blocks<br><br>• Intro: the two types of knowledge<br>• Block 1: Contract terms<br>• Block 2: Consistent structure: policy is not procedure<br>• Block 3: Mandatory Induction Training<br>• Block 4: Training Needs Analysis<br>• Block 5: Specialist staff training<br>• Block 6: Awareness<br><br>Discussion preparation work and what it tells us about policy, procedures, training and awareness. | Learners will cover:<br><br>• 2nd Data Security Standard: Staff Responsibilities (induction training alongside employment contracts)<br>• 3rd Data Security Standard: Staff Training<br>• Data Security and Protection Toolkit staff awareness questions | Workbook |
| 2 hours | Post-session exercise | | Communication and Subject Access Requests. Review your organisation's externally facing | Self-study |

| | | | | |
|---|---|---|---|---|
| | | | Subject Access Request forms / guidance / policy. Answer the questions on how informative and accessible you find them. | |
| 3 Guided Learning Hours | Tutor Session | Effective communication<br><br>• Accessible transparency<br>• Communication with Patients<br>• Communication with Staff<br>Communication between staff | ▪ | Workbook |
| 1 hour | Award Event | | Time with the course tutor, to include:<br><br>• presentation of course completion certificates<br>• networking and socialising | Workbook |
| 4 hours | Exam Preparation | | Self-study/workbook completed by learner in preparation for exam | Self-study<br>Workbook |
| 1 hour assessment | Exam | | Learner will sit a 30 question multi-choice question followed by a 15-minute professional discussion | |