



Digitising Workforce Development in the NHS

A practical guide for NHS Trusts to improve training delivery, reduce admin, and support high-quality care

This guide is designed for NHS workforce development leads, clinical educators, and L&D teams looking to modernise training delivery. It explains why digital transformation matters, what to digitise first, and how to build a business case that gets senior buy-in.

Why digitise?

The NHS is under sustained pressure to develop and retain its workforce, while meeting rising expectations for care quality and compliance. Traditional, paper-based training approaches are often inconsistent, time-consuming, and difficult to audit.

Digitising workforce development offers Trusts the opportunity to:

- Reduce administrative burden on clinical educators
- Improve learner engagement and timely completion

- Improve assessor engagement and sign-offs
- Standardise and quality-assure training delivery
- Support compliance with CQC and audit requirements
- Enable more agile, scalable learning models

A digital approach aligns with the **NHS Long Term Workforce Plan** and supports the development of a modern, supported, and capable workforce.

What should you digitise?

Consider programmes that would benefit from a defined workflow where learners, assessors, and managers need to complete a sequence of activities, sign-offs, or reviews over a period of time. These often include steps such as enrolment, evidence submission, assessment, supervisor verification, and reporting. Programmes with multiple stakeholders or audit requirements are particularly well-suited to digital management, as it provides visibility, version control, and timely prompts for action.

NHS Trusts typically see the greatest impact when they begin by digitising the following key training areas:

- **Care Certificates**

Monitor progress and help your care staff deliver high-quality, safe and compassionate care.

- **Preceptorship programmes**

Say goodbye to paper-based learning and use technology to support your preceptees.

- **Clinical Skills**

While the Electronic Staff Record (ESR) tracks sign-offs, it doesn't manage the underlying workflow; the sequence of learning, practice, and assessment activities required to achieve and demonstrate true competency rather than simply record compliance.

These programmes often involve larger cohorts or complex tracking needs, making them ideal candidates for digital solutions.

What NHS Trust educators gain from digital transformation

Here are some practical benefits you can expect to see:

- **Saves time** for educators and administrators
- **Improves learner ownership and engagement** through accessible, always-available tools
- **Ensures consistent, efficient delivery** across all programmes and cohorts
- **Simplifies compliance** with CQC and regulatory frameworks
- **Increases assessor engagement** with better visibility and streamlined sign-off workflows
- **Strengthens workforce retention** through better support and development

“We've seen a significant improvement in timely completion and confidence among our learners since moving to a digital platform. It's freed up our educators to focus on mentoring, not paperwork.”

NHS Workforce Development Lead

What digital platforms should you use?

There are many platforms out there. In the NHS, the Electronic Staff Record (ESR) is already in use, and maybe eLearning for Health (elfh) or a Learning Management System (LMS). These systems are designed for record keeping and content delivery.

To ensure consistent delivery, application of new skills on the job and reduced admin burdens, you need an **ePortfolio platform**. They help NHS Trusts digitise learning and streamline development processes. They serve as a comprehensive digital repository that keeps a healthcare professional's journey in one place.

"We weren't just looking for a system that documents learning – we needed confidence that learning would transfer into practice, and that's where People Alchemy stood out."

Head of Nursing Education, NHS Trust

A good system should also ensure learning transfer. Increasingly, NHS Trusts understand that documenting learning is not the same as embedding it into practice.

How to make it happen

Here is a practical, step-by-step approach for NHS Trusts to begin their digital transformation.

Step 1: Audit your current approach

- Map out how training is currently delivered, recorded, and evaluated
- Identify areas of duplication, manual admin, or limited oversight
- Record the hours spent on admin, and costs such as printing
- Speak to tutors, managers and staff to understand the pinch points

Step 2: Prioritise your goals

- Is the main need to onboard new starters more consistently?
- What about real-time visibility of progress?
- Do you need to improve compliance tracking or support progress throughout the programme?
- Choose a high-impact programme, like the Care Certificate, as your starting point

Step 3: Select your digital platform

Look for a solution that has an NHS proven track record:

- Supports structured learning pathways
- Allows real-time progress tracking
- Provides staff with a way to upload evidence
- Includes a robust process for observational assessments
- Enables feedback, reflection, and remote review
- Offers robust reporting and audit trails

Senior buy-in and business case

1. Involve the right people

- Bring together all stakeholders, including clinical educators, Learning & Development, Practice Education Facilitators (PEFs), digital leads and frontline managers
- Communicate the vision and practical benefits for each stakeholder
- Engage with staff to get their input on going digital

2. Get senior buy-in

Clinical educators and administrators immediately see the time-saving benefits of digitisation. Budget holders and purchasing teams need a different conversation. They expect a clear, evidence-based business case that speaks their language, aligns with NHS priorities, and shows a return on investment they cannot ignore.

3. Build a business case

Your business case should be more than a funding request. Done well, it's a compelling argument for change that will clearly describe the problem your Trust is facing, and a recommended solution. It demonstrates both financial and non-financial benefits, as well as anticipates and addresses likely questions or objections.

A strong business case should include local data, ROI projections, Trust-specific context, alignment with NHS priorities, and responses to likely objections.

We can help you put a business case together for Care Certificates, preceptorship programmes or clinical skills and competencies. Contact us for business case templates, example calculations, and guidance tailored to your Trust.

Implementation

Start with a focused pilot

- Run a small-scale pilot within one service area or staff group
- Use existing quick-start templates, booklets and other materials to create pathways
- Monitor employee feedback, engagement, and completions from the outset

Measure and adapt

- Evaluate the impact using clear metrics: time saved, engagement levels, feedback from staff and educators
- For the most useful data, look at what worked well and what didn't
- Refine your approach based on lessons learned
- Use results to build momentum and plan a wider rollout

Roll out to other suitable programmes

Once an ePortfolio has been implemented and its benefits demonstrated, further development programmes are strong candidates for digitisation:

- **Medical devices and mandatory training**

Ensure all your clinical staff are trained and qualified to deliver safe and high-quality care.

- **Apprenticeships and CPD**

Track progress, enable self-reflection, and support career development.

- **Soft skills and non-clinical training**

Support onboarding, communication, leadership, and team working capabilities across roles.

- **Onboarding**

Guide and scaffold the first months as someone enters your workforce.

- **ePortfolios for other areas**

For example Allied Health Professions and ASYEs.

“People Alchemy has transformed the way we manage and deliver learning. It combines powerful functionality with excellent usability and robust data insights. I would highly recommend it to any organisation seeking an efficient, user-friendly, and data-driven learning workflow platform.”

Clinical Education Support Facilitator

Ready to explore digital workforce development?

See how NHS Trusts are already using People Alchemy to digitise their Care Certificate, preceptorship, and clinical competency programmes – reducing admin, improving engagement, and building a more supported workforce.

[Your Next Step → Book a Demo](#)

Schedule a 20-minute platform demo – no commitment, just a conversation about what might work for your Trust.

Call us on **0208 720 7195**

Or email hello@peoplealchemy.com

Further information

Learn more about NHS digital transformation

- **NHS digitisation overview – Context and policy drivers**
peoplealchemy.com/articles/nhs-digitalisation
- **Why learning transfer matters – Ensuring learning is embedded into practice**
peoplealchemy.com/blog/when-an-eportfolio-isnt-enough-why-learning-transfer-matters-in-the-nhs

See what's working in other Trusts

- **Success stories and case studies – Real results from NHS Trusts using digital platforms**
peoplealchemy.com/case-studies

Explore People Alchemy for the NHS

- **Platform overview – How we support NHS workforce development**
peoplealchemy.com/who-its-for/the-nhs
- **Applications – Different ways to use the platform across your Trust**
peoplealchemy.com/platform/#applications