



Learning &  
Performance Institute

#### About HIS

Leicestershire Health Informatics Service is an NHS Shared Service employing over 150 members of staff and providing asset management, virtualisation, managed services, software provision and other IT services to over 80 customer organisations throughout the UK.

## Leicester Health Informatics Service revitalises training with Trainer Performance and Monitoring Assessment (TPMA)

*Boosts user adoption, engagement and skills development across the department.*

Trainer Performance and Monitoring Assessment (TPMA) has been in continual use at Leicester Health Informatics Service (HIS) since 2008, replacing the previously incumbent TAP framework.

Working in a challenging and time-pressured environment, the HIS training team utilised the flexibility of TPMA to find enterprising new ways to encourage and promote skills development throughout the department, galvanizing the workforce to celebrate success and a dedication to quality.



Learning &  
Performance Institute  
Authorised TPMA Assessment Centre



*“Engagement levels throughout the department have soared. Internally, we celebrate and promote everyone who achieves the TPMA certification, which in turn emboldens our trainers to deliver to an incredibly high standard.”*

**Seth Meakin,  
Deputy Programme & Training  
Manager,  
NHS Leicestershire Health  
Informatics Service**

---

## Re-framing the framework - a TPMA success story

Setting the scene, Seth Meakin, Deputy Programme & Training Manager at HIS, explains the role of TPMA within Leicester Health Informatics Service (HIS).

“As a HISA-accredited managed services provider, we maintain an extremely high standard of provision to our NHS healthcare customers, and part of this is the assurance of a robustly capable and results-driven training function. It is critical that we demonstrate our commitment to training excellence, which is why we have used the TPMA framework since 2008, and continue to use it.

“The framework itself is extremely flexible, and this has helped us adapt to changing conditions in our workplace, such as increased staff numbers, re-allocation of roles and merging with other departments. Even as long-term users of TPMA, we still find fresh new ways to utilize it and ensure it remains the foundation of everything that we do.”

After an internal review of the HIS training function in 2016, Seth and his team found that, while the standard of training provision was as high as ever, the TPMA framework had more to offer in areas that had not been previously considered.

“When we analyzed our use of TPMA, it became clear that we could benefit considerably by adapting certain areas of the framework to tackle current challenges in our trainer community. This was a revelation because, at the time, TPMA was perceived across the organisation mainly as a certification for training quality (which it is) but not so much as a system to drive personnel development.

“As a result of that review, we soon realized we could open up new avenues for our training department and strengthen our services even more. So we set about completely changing the way TPMA was viewed and utilised by the organisation.”

### Personalizing the journey

The HIS team began by designing a comprehensive promotional campaign to raise the profile of TPMA and its benefits.

Targeted mini-sessions on key topics were designed by the TPMA Assessor team and delivered to in-house trainers. This was followed up by the introduction of a highly tailored approach to skills development: the TPMA Coach.

“Rather than having trainers undergo a formal assessment at set times during the year, we now assign on-hand personalized mentors to each trainer. By coaching each trainer individually, throughout the year, their skills development journey is more focused, bespoke, and ultimately more empowering.”

“We also run regular workshops to facilitate coaching training and our coaches meet regularly to share experiences, discuss methods, and promote successes.”

### Embedding cultural adoption

The next step was to embed TPMA into the induction process so new starters were immediately given the tools they needed to become excellent trainers.

“We get people coming from all backgrounds: some from Further Education, some from other NHS areas, and some with no training experience at all.”

(contd.)

“TPMA gives us a platform on which to develop all these people, irrespective of their personalities and knowledge, to become consistently superb trainers, demonstrating the outstanding delivery skills that we expect of our training staff.

“To further embed the TPMA ethos, we’ve built a whole adoption programme linking it to all trainer PDR’s (Personnel Development Reviews), setting targets, and incorporating it into skills assessments, 1-1’s and departmental reviews.”

### **Celebrating success**

“Driving and maintaining user adoption is key to our success as a department, so we now proudly celebrate the achievement of any employee who attains the TPMA certificate. This is communicated to the whole organisation - we send out an email congratulating them on their success and we've got a big notice board in the office that showcases the TPMA coaches, along with some inspiring words from them. It's a wonderful focus point and really helps to celebrate the achievements of our training staff.”

### **Widening the reach**

As the campaign continues to gain momentum, regular reviews are held to secure management buy-in across an ever-widening gamut of departments. As a result of the work undertaken by Seth and the HIS team, TPMA adoption has now been extended into other teams.

“Our department has grown significantly over the past few months and we've had a whole new team join us, so we've extended TPMA into that team also. Furthermore, we're helping other teams within the organization who may have one or two trainers to adopt TPMA.

“As TPMA usage becomes more widespread, the value of the framework becomes more embedded in our workplace culture and contributes significantly to the perception of our service quality within the NHS.

Having the TPMA standard in place assures our external customers that we are serious about, and dedicated to, providing the highest quality training delivery services possible.”

## **TPMA Coach Testimonials**



*TPMA gives a very clear defined structure which allows for the feedback I give to be very specific and consistent. This is really helpful when coaching the staff and making use of peer to peer training and building a great rapport between everyone.*

**Simon Dickinson, TPMA Coach, Leicester HIS**



*Being an assessor I find that TPMA allows the flexibility for imaginative, engaging training which encourages better and more successful learning.*

**Chennel Smith, Tmpa Coach, Leicester HIS**



*TPMA is great tool for seeing where trainers are on their personal journey as a trainer and helping them to improve along the way, by providing support along with an accreditation.*

**Tom Smart, TPMA Coach, Leicester HIS**



*Ensuring a consistent and measured training approach raises standards across the organisation and improves the customer experience.*

**Lester Chapman, TPMA Coach, Leicester HIS**

## About TPMA

The Learning and Performance Institute has always recognised the need for training managers to assess, monitor and benchmark the performance of their own trainers and their delivery skills. Launched in 2008, the Trainer Performance and Monitoring Assessment (TPMA) service is transforming the quality of training.

- GLOBALLY RECOGNISED CERTIFICATION - recognise and reward the competency of your trainers with a globally recognised certification awarded by the Institute.
- KEY PERFORMANCE INDICATORS (KPI's) allows you to measure each trainer's performance and development.
- BENCHMARK your trainers and easily identify areas for improvement.
- REDUCE COSTS by controlling the ongoing performance standards of training staff



Learning & Performance Institute  
Institute House  
Mercia Business Village  
Coventry CV4 8HX  
United Kingdom

Registered Number: 3114795

**Tel** +44 (0)2476 496 210

**Twitter** @YourLPI

**Email** [tpma@thelpi.org](mailto:tpma@thelpi.org)

**Web** [www.thelpi.org](http://www.thelpi.org)

Issued March 2018

This document is current as of the initial date of publication and may be changed by Learning & Performance Institute (LPI) at any time. Not all offerings are available in every country in which LPI operates.

The client examples cited are presented for illustrative purposes only. Actual performance results may vary depending on specific configurations and operating conditions.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. LPI products and services are warranted according to the terms and conditions of the agreements under which they are provided.

Statements regarding LPI's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only

---