

FAQs - The Oliver McGowan Mandatory Training on Learning Disability and Autism

The Oliver McGowan Mandatory Training on Learning Disability and Autism, and the new legal requirement for training on learning disability and autism for CQC regulated service providers from 1 July 2022

Updated: May 2024

NHS England and key delivery partners, including DHSC, and Skills for Care, have produced a set of answers to frequently asked questions (FAQs) about The Oliver McGowan Mandatory Training on Learning Disability and Autism.

This document includes information about how to access the training, its operational delivery, requirements and how people can get involved. We will aim to keep these FAQs updated regularly on these webpages.

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Easy Read FAQs

The most recent easyread FAQs can be read below:

- [Easy read full version - FAQs: The Oliver McGowan Mandatory Training \[pdf\]](#)
- [Easy read full version - FAQs: The Oliver McGowan Mandatory Training \[word doc.\]](#)

Accessing Oliver's Training

1. What is The Oliver McGowan Mandatory Training?

The Oliver McGowan Mandatory Training on Learning Disability and Autism is the government's preferred and recommended training for health and social care staff and it is delivered in 2 separate tiers.

Both tiers compromise 2 parts:

- The elearning, which is now live, is part 1 of both Tier 1 and Tier 2. Everyone needs to do the elearning regardless of where they work and what tier of training they need to complete.
- Part 2 of the training is either a live 1-hour online interactive session for those needing Tier 1, or, a 1-day face to face training for people who require Tier 2.

The Oliver McGowan Mandatory Training on Learning Disability and Autism

Tier 1

For people who require general awareness of the support autistic people or people with a learning disability may need.



elearning with handbook

and



Online interactive session

or

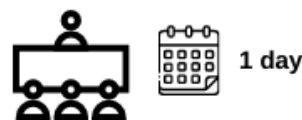
Tier 2

For people who may need to provide care and support for autistic people or people with a learning disability.



elearning with handbook

and



Face to face training

Trainers and experts with lived experience who deliver part 2 of the training need to be trained before they can deliver the standardised training packages. The trainers' training is

underway. As the number of trainers increases, so will capacity to deliver the interactive online sessions and face to face delivery.

2. How can I access part 2 of the training? (The live 1 hour online interactive session for those needing Tier 1 or a 1-day face to face training for people who require Tier 2.)

If you are a staff member, please get in contact with your line manager who can speak with your local learning and development team to organise your access to Oliver's Training.

Employers have a few options regarding how they can ensure their staff complete part 2 of the training. These include:

1) Delivering training in-house with their own trainers:

Trainers and experts with lived experience who deliver part 2 of the training need to be trained before they can deliver the standardised training packages. The trainers' training has recently commenced.

Integrated care systems (ICSs) and NHS England regional leads are working with their local systems to build and co-ordinate trainer capacity and capability. We are encouraging employers to work with their ICSs to achieve this.

If you are not already working with your ICS leads, you can find their contact details on the [express an Interest webpage](#).

Details of the training and trainer training can be found in the [delivery model](#).

2) Through a partner organisation:

Many larger organisations have arrangements with partners to provide training to a group of employers within Integrated Care Partnerships. Such arrangements are likely to be helpful in the delivery of The Oliver McGowan Mandatory Training as they support sharing of expertise and resources.

3) External training providers:

We are in the early stages of rolling out the trainer training and expect that later in the year there will be more trainers and training organisations delivering training. The list of training organisations with approved trainers offering The Oliver McGowan Mandatory Training is available on the [approved trainer and training provider webpage](#).

Local example

The Mental Health, Learning Disability and Autism Sector Collaborative in Humber and North Yorkshire integrated care board is developing an “anchor” model to roll out Oliver’s Training and ensure its sustainability. Across the ICB large employers across health and social care are creating in-house teams of Oliver McGowan trainers. The “anchor” organisations will then deliver Tier 1 and Tier 2 training both to their own staff and partner organisations across primary, community and voluntary sectors.

Katy Marshall, Strategic Culture and Workforce Lead, said: “We have adopted the anchor model because we want to ensure that the delivery of this training is sustainable and the funding was utilised in a way to reach the maximum amount of organisations.

“Our ambition is to work with health and social care partners to bring delivery within their own organisations and wider system partners as we move forward. This has only been possible through the positive engagement of our existing workforce, who are committed to making a lasting difference for individuals with a learning disability and autistic individuals who access our services.”

3. Can employers choose to roll out The Oliver McGowan Mandatory Training elearning using their own learning management system?

Employers have the option to link to the training via their learning management system using an AICC (Aviation Industry Computer-Based Training Committee) link.

AICC is used to link the elearning so that it can be accessed via other learning management systems. This is the method used to ensure that the elearning remains intact and up to date. To do this, employers can contact elearning for healthcare (elfh) on support@e-elfh.org.uk directly.

More information is provided on [the elfh programme webpage](#) and support is available through [elfh support services](#).

4. Can everyone access The Oliver McGowan Mandatory Training elearning on the elfh website?

The elfh website has a host of training material and packages, many of which are designed to be used by social care workers as well as health workers and some of which are also publicly available for individuals, carers and volunteers.

There are several ways to access the elearning:

- NHS and social care staff can set up accounts using their individual work email addresses.
- employers can use the bulk upload service provided by elfh to arrange accounts for each of their members of staff
- employers can use their own existing learning management system to access to the content. This is provided via AICC links.
- individuals with an existing OpenAthens account can use this to sign in
- individuals can set up an account using their personal email address
- social care organisations can refer to [guidance and a video developed by Skills for Care and elfh](#) to help with access

For further support, you can read the [registering for elfh account guidance document](#). The elearning for healthcare [support pages](#) provide further information and offers support via live chat Monday to Friday 9:30am to 4:30pm or email support@e-elfh.org.uk.

5. How can my organisation view reports on who has accessed the elearning?

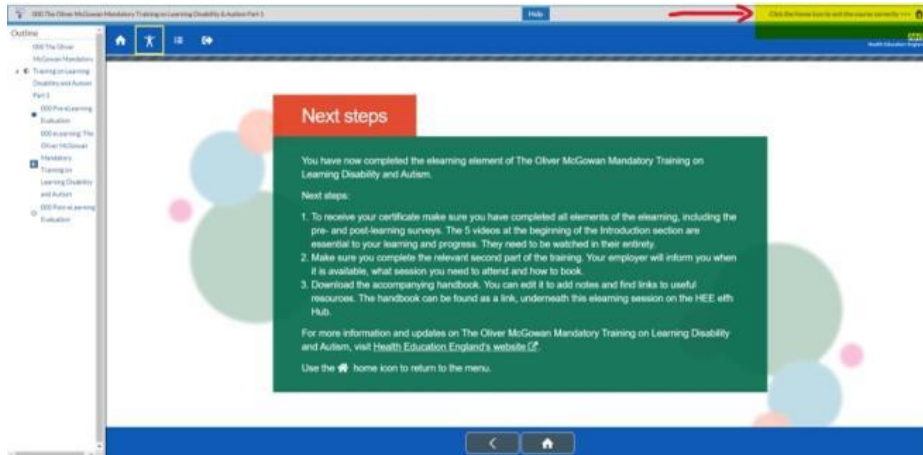
This will depend on how your employees are accessing the elearning. Organisational reporting is available, please contact the elfh support team directly to see what options are available to you and read the [organisational reporting document](#).

6. I have completed the elearning but my learning management system has not recorded it. What can I do?

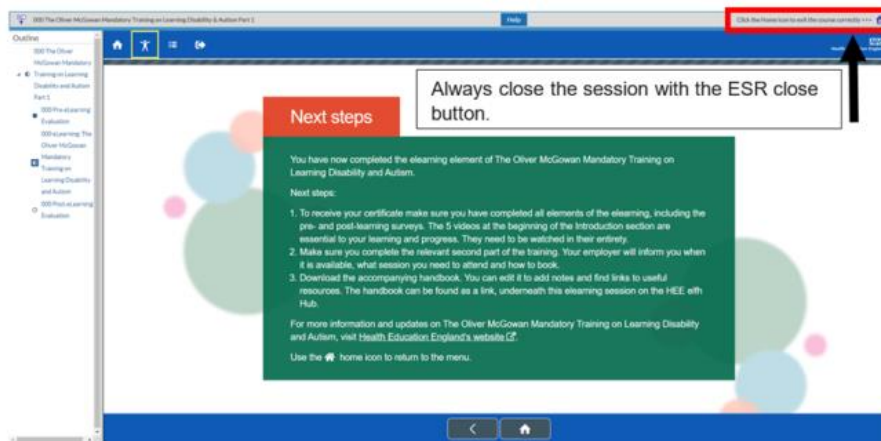
All videos and learning sessions within the elearning must be played fully to record completion. You can check your progress by clicking on the grey striped bar at the top of the screen. A panel on the right-hand side will show which sections have been fully completed and which are still to complete. Make sure all videos have played fully to the end.

If you're using the Electronic Staff Record (ESR) platform to complete the elearning, you need to ensure you close the session with the ESR close button, **not the close** button in the session. Closing the session with the in-session exit button will close the session but not save it to ESR.

Step 1: Move to home button on right hand side



Step 2: Click close the course with the ESR button



7. Can my organisation deliver the elearning to a group of staff?

The elearning can be delivered to a group of staff. In such circumstances it will need to be delivered as a facilitated learning session which includes group discussions and reflection.

Employers will need to update staff records and support staff to evidence that they have completed the elearning when enrolling for part 2.

8. How can I access the elearning handbook?

Accessing the handbook is different depending on what platform you're accessing the elearning part on.

The handbook is available from the elearning for healthcare platform, as a separate elearning session on: <https://portal.e-lfh.org.uk/Component/Details/781416>.

By clicking "play", the handbook automatically downloads to your device.

If you're accessing the Oliver's Training through another learning management system, you can ask your learning and development team how to access the handbook.

9. How can I access the second part of the training from a third party training provider?

We are in the early stages of rolling out the trainer training and expect that later in the year there will be more trainers and training organisations delivering training.

The list of training organisations with approved trainers offering Oliver's Training is published on the [approved trainers and training provider webpage](#). Here you can see the list of approved trainers and contact details of training organisations with a team of approved trainers.

10. How can I ensure the training offered is The Oliver McGowan Mandatory Training on Learning Disability and Autism?

The lists of approved trainers and organisations who can deliver The Oliver McGowan Mandatory Training are now available on the [approved trainer and training provider webpage](#).

Only approved training providers can describe their training as "The Oliver McGowan Mandatory Training on Learning Disability" or use "Oliver McGowan" in their training title as this is now a registered trademark.

If you have any queries or questions about approved trainers and providers, contact england.ommt@nhs.net.

11. We do not deliver CQC regulated services but would like to access Oliver's Training. Can we do this?

Whilst there is currently no statutory requirement for providers who are not registered with CQC, the government encourages all employers to ensure that their staff receive training in learning disability and autism, including how to interact appropriately with autistic people and people who have a learning disability. This should be at a level appropriate to their role.

There is already positive engagement with Oliver's Training from higher education institutions and other health and care services not regulated by the CQC to ensure this important culture change and to address the health inequalities people with a learning disability and autistic people face.

Employers who are not CQC-regulated can access part 1, the elearning, on elearning for healthcare for free, however they will need to support their staff to access part 2. See question 2 to find out more about how to access the second part of Oliver's Training.

Employers can contact their local ICSSs too, however the focus currently is to support access for staff working in CQC regulated services.

12. We do not deliver health and care services but would like to access Oliver's Training. Can we do this?

The Oliver McGowan Mandatory Training has been designed for health and social care staff and we recognise other sectors may find it beneficial.

Everyone can access part 1, the elearning, on elearning for healthcare for free. Employers will need to provide part 2 of the training by one of the means discussed in question 2. Please note that whilst trainer capacity is being built we expect ICBs and training organisations to prioritise the CQC-regulated health and care sector.

13. Can people outside the UK access Oliver's Training?

The first part of Oliver's Training, the elearning, is available on eIntegrity for those who wish to access the elearning outside the UK.

14. How can we support neurodivergent colleagues to complete The Oliver McGowan Mandatory Training?

Employers need to consider for all staff which Tier of Oliver's Training is appropriate for the person's role. It is an employer's responsibility under to make any necessary reasonable adjustments to support their staff to access Oliver's Training. Some people may need support to complete the elearning. Some of our co-trainers with a learning disability complete the elearning with a supporter or carer – or sometimes the facilitating trainers delivers the elearning to a group of co-trainers as a facilitated session.

The training

15. What does The Oliver McGowan Mandatory Training on Learning Disability and Autism cover?

The Oliver McGowan Mandatory Training on Learning Disability and Autism content has been developed with reference to tier 1 and tier 2 capabilities contained within the Core Capabilities Framework for Supporting People with a Learning Disability and the Core Capabilities Framework for Supporting Autistic People.

Both frameworks are nationally recognised and have been developed to provide a focus on the skills, knowledge and behaviours expected for staff offering services to autistic people and people with a learning disability.

All staff that require a general awareness of the support for autistic people or people with a learning disability are advised that they need to cover all of the tier 1 capabilities in the frameworks. Tier 1 of The Oliver McGowan Mandatory Training on Learning Disability and Autism covers all the Core Capabilities Frameworks' tier 1 capabilities.

Staff with responsibility for providing care, support or healthcare, including social care and other professionals with a high degree of autonomy, are expected to complete the Tier 2 of The Oliver McGowan Mandatory Training which includes content on:

- Avoiding diagnostic overshadowing
- Frequently co-occurring conditions (co-morbidities)
- The laws: Mental Capacity Act, Human Rights Act, Autism Act, Equality Act
- Reasonable adjustments including hospital passports,
- Appropriate application of DNACPR
- Culture (professional bias and subconscious beliefs); professional behaviour and impact on outcomes and other people's behaviour
- How to communicate in accessible ways
- How to understand what the person (and their family) is saying
- Ask Listen Do
- Learning from LeDer

Depending on their role, staff may require further capabilities in addition to those covered in the Tier 2 package. It is the responsibility of employers to determine any further capabilities their staff need and to put in place the appropriate provisions.

Employers should refer to the frameworks to ensure their staff have the capabilities they need for their roles.

16. Will Oliver's Training be updated?

Oliver's Training content will be reviewed and updated as needed at regular intervals to account for legislative changes, new research, and ensure the training covers the most essential capabilities for health and social care staff.

17. How will Oliver's Training be quality assured?

NHS England is seeking to appoint an organisation to accredit the delivery of The Oliver McGowan Mandatory Training on Learning Disability and Autism.

In the meantime, NHS England are working with partners to train and approve trainers to ensure the high-quality delivery of Oliver's Training.

18. Can employers and trainers supplement Oliver's Training to make it relevant to the audience and local services?

Oliver's Training delivers learning outcomes on both learning disability and autism and provides a foundation for all staff across health and social care. The standard learning packages are relevant to all staff from across all health and social care services.

Where appropriate, approved trainers will augment Oliver's Training to make the session relevant, context-specific and impactful for attendees.

Approved trainers can use service, professional and local examples and case studies to make the standardised material relevant to their audience. Facilitating trainers bring their knowledge and experience of services, disciplines and LeDeR findings. Autistic co-trainers and co-trainers with a learning disability bring their own lived experience and experience of services.

There are resources within Oliver's Training such as video case studies that trainers can match to the audience. These resources, developed for the health and social care sectors, will be added to over time in response to feedback and suggestions. Only approved trainers have access to the training resources and have permission to use.

19. Can employers and trainers be flexible in how they deliver Oliver's training?

Training providers can be pragmatic about delivering Oliver's Training whilst remaining consistent with the delivery [model](#).

For example, Part 2 of Oliver's Training is always co-delivered with experts with lived experience.

Part 2 of Tier 1 is a live 1-hour online interactive session. If it serves the participants and trainers better this can be delivered face to face. The trainers will decide how best to manage features such as polls in the room.

Part 2 of Tier 2 is face to face training that takes a day to deliver. The first session focuses on learning disability, this is followed by training on autism. It is not necessary for the training to be delivered all in one day. What is important is the learning disability session is delivered first. This is because there is material in the autism session that refers to learning in the learning disability part of the training.

Some training providers have also asked if they can have more than the 30 attendees in the Tier 2 training. This is OK as long as the number of experts by experience co-trainers in the room is increased to maintain the required ratios and they have the support they need.

Where appropriate, approved trainers will augment Oliver's Training to make the session relevant, context-specific and impactful for attendees. Please see question 17 for more details.

Local example

[Coventry Training Consortium](#) has delivered Tier 2 training to social care organisations as two half day sessions.

Julie Wilcockson, lead trainer, said: "Delivering flexibly as two half day sessions – the learning disability session one day and then the autism [the next day](#) – supports employers in social care to release their staff and maintain service delivery. It also allows staff to process their learning from the learning disability session on day 1 and engage with the autism session on day 2."

20. Will the training be part of the Core Skills Training Framework (CSTF)?

A Programme to optimise, rationalise and reform how all statutory and mandatory training is delivered has been initiated, led by NHS England and the Oliver McGowan training will be considered as part of the reform workstream of this programme with an aim to have a new statutory and mandatory training framework produced by December 2024 and new learning content launched in 2025.

In the meantime, there is no plan to change The Core Skills Training Framework which covers 11 core subjects. The Oliver McGowan Mandatory Training on Learning Disability and Autism is additional to these as it was launched after the Core Skills Framework was last published in June 2021.

21. What evaluation has been carried out on The Oliver McGowan Mandatory Training?

The government commissioned the development of standardised training and during 2021 training developed by three training partners was trialled across the health and care sectors. The National Development Team for Inclusion (NTDi) was appointed as the independent evaluator for the trials.

The learning and recommendations from the evaluation of the trials informed the final training packages of The Oliver McGowan Mandatory Training on Learning Disability and Autism.

The National Institute for Health and Care Research (NIHR) is in the process of appointing an organisation to evaluate how The Oliver McGowan Mandatory Training on Learning Disability and Autism is being implemented in practice and the impact that the training has on people with a learning disability and autistic people, their family carers, staff, and trainers.

Approved trainers are encouraged to use standardised evaluations that reflect the questions used during the trial evaluation.

Operational roll out

22. What are the costs associated with this training?

The first part of the training, the elearning, is free for everyone in the UK to access. The second part of the training requires facilitating trainers and expert with lived experience co-trainers.

The costs associated with this for employers will depend on how the employer supports their workforce to access the second part of the training.

Employers may choose to train their own trainers or work with external training providers and can fund Oliver's Training through a training provider directly.

Local example

Royal Cornwall Hospitals NHS Trust commenced delivery of the Oliver McGowan training for the Cornwall and Isles of Scilly ICS in March 2023. They initially commenced with delivery of iTer 1 only and added in tier 2 approximately 6 months later. They have recruited and trained their own experts and facilitating trainers and are continuing to build their Oliver McGowan training team.

Helen Lewis, Associate Director – Workforce Transformation, said: “As a trust we felt it was important to recruit and host our own Oliver McGowan training team. It was clear for us that the in-house model would provide opportunities for our local community to work with us in the NHS as well as being a cost effective and sustainable approach. We’re learning and growing from working in co-production and believe we are role-modelling the values of Oliver’s Training as we continue on our journey.”

23. How long will it take to roll out Oliver’s Training?

Employers will need to work with their Integrated Care System to develop and deliver a pragmatic roll-out plan that prioritises risks and works for the size and nature of their service. It is recognised that for large employers it may take up to three years to fully roll out Oliver’s Training to all their staff.

24. How do I know which Tier of training I or my employees need?

Tier 1 of The Oliver McGowan Mandatory Training on Learning Disability and Autism is for people who require general awareness of the support autistic people or people with a learning disability may need.

Tier 2 of The Oliver McGowan Mandatory Training on Learning Disability and Autism is for people who may need to provide care and support for autistic people or people with a learning disability.

Depending on their role, staff may require further capabilities in addition to those covered in the Tier 2 package. It is the responsibility of employers to determine any further capabilities their staff need and to put in place the appropriate provisions.

It is the employers’ responsibility to ensure their staff have the appropriate training for their roles and they will need to advise staff on whether they should complete Tier 1 or Tier 2. Employers can refer to [The Oliver McGowan Mandatory Training Tier Guidance](#).

Local example

Bristol, North Somerset and South Gloucestershire ICB (BNSSG) has agreed an ICB-wide approach to delivering Oliver's Training across the integrated care board. They are using their own learning platform and have allocated staff to Tier 1 or Tier 2 according to their role with 'administrative and clerical' allocated Tier 1, and all other staffing groups Tier 2.

Staff then have the option to query their allocated Tier and for this to be amended. For example, some admin and clerical staff may benefit from the Tier 2 session if, for example, they are working on projects on learning disability and autism or have decision-making responsibility for services which may impact people with a learning disability or autistic people.

In BNSSG, staff from across the ICB are able to book onto Tier 1 and Tier 2 sessions. This means that services can release staff in small numbers, minimising the impact on service delivery. This has the added benefit that staff have the opportunity for interprofessional learning, with participants joining from primary, community, acute and mental health services.

25. I deliver specialist learning disability and/or autism services and have undertaken training already. Why do I need to do Oliver's Training and will it be enough?

The Oliver McGowan Mandatory Training on Learning Disability and Autism is a standardised training package. This standardisation is important so we know that everyone has a shared understanding of the essentials concerning learning disability and autism.

Staff working in specialist services, or with specific duties may need further training to develop their capabilities to enable them to perform their roles. Employers are responsible for determining if any and which further training is required. The additional training may come from a diverse range of sources, for example, child intellectual disability psychiatry training, stopping over medication of people with a learning disability, autism or both (STOMP) training or training specific to an individual.

26. My organisation does not deliver any learning disability or autism specialist services. What do my staff need to complete?

The Health and Care Act 2022 legal requirement applies to all CQC-regulated services. The requirement states that CQC regulated service providers must ensure their staff receive training on learning disability and autism which is appropriate to the person's role.

Employers can refer to [The Oliver McGowan Mandatory Training Tier Guidance](#) to help them decide what level of training their staff need.

27. Who is responsible for ensuring agency staff complete The Oliver McGowan Mandatory Training?

Employers have the responsibility to ensure that whoever works for them has the skills and knowledge they need to perform their role. How statutory and mandatory training requirements are met need to be agreed between the employer and the agency provider. Please refer to CQC for guidance on how they will regulate.

28. How does The Oliver McGowan Mandatory Training apply to volunteers?

Employers have the responsibility to ensure that whoever works for them has the skills and knowledge they need to perform their role. We would recommend everybody has this training appropriate to the role they are performing. Please refer to CQC for guidance on how they will regulate.

29. How soon after completing the elearning should I participate in part 2 of The Oliver McGowan Mandatory Training (the 1 hour online interactive session for Tier 1 or 1 day face to face training for Tier 2)?

The Oliver McGowan Mandatory Training on Learning Disability and Autism requires both parts of the training to be completed (the elearning and the interactive online or face to face session).

The elearning is a valuable resource and we encourage everyone to access it as soon as possible. The elearning is a vital first step to give staff knowledge and skills to help change culture and improve lives now.

Part 2 of The Oliver McGowan Mandatory Training (the interactive online and the face-to-face sessions) makes reference to the elearning package and participants need to recall information from the elearning during part 2 of the training.

Ideally part 1 and part 2 will be completed within days of each other. In circumstances where as much as 6 months have elapsed, we ask participants to refresh their memory ahead of the interactive or face to face session.

The elearning package can be replayed at any time so it can be completed and then revisited ahead of attending part 2.

30. Why was The Oliver McGowan Mandatory Training on Learning Disability and Autism elearning (part 1) launched before the interactive online or face to face session (part 2) were widely available?

Whilst both parts must be undertaken to have completed The Oliver McGowan Mandatory Training on Learning Disability and Autism, the elearning is a valuable resource that can be of benefit to staff now.

The elearning may also be a source of inspiration and information for people with lived experience of autism or learning disability who may wish to train to become co-trainers.

31. How often should The Oliver McGowan Mandatory Training be completed?

The Oliver McGowan Mandatory Training on Learning Disability and Autism is designed to be re-taken at least every three years or more regularly if needed.

32. Will there be enough trainers to train everyone in The Oliver McGowan Mandatory Training?

There is a need for more trainers with a learning disability and trainers who are autistic. This is an opportunity for experts with lived experience co-deliver the training, gain skills, and employment.

The proportion of adults with a learning disability in paid employment in England is 4.8% (NHS Digital, 2022). Only 21.7% of autistic people are employed in the UK. (ONS 2021).

It is a government priority to tackle economic inequality and promote equal opportunities.

The Oliver McGowan Mandatory Training provides a real route to improve access to work for disabled people, enabling them gain new skills and join the contract workforce.

We have put in place a cascade model of rollout so we can build capacity across systems at pace.

NHS England's [involving people with lived experience guidance](#) as well as our [best practice webinar session](#) may help employers involve people with a learning disability and autistic people in co-delivering The Oliver McGowan Mandatory Training on Learning Disability and Autism.

Employers may also find the NDTi report on [involving experts by experience](#) helpful.

33. What is the rate of pay for experts with lived experience co-trainers?

We advise employers to ensure everyone gets fair remuneration. We have provided [example job descriptions for employers](#) to adapt and use. Trainers with a learning disability and autistic trainers should be appropriately remunerated for their time associated with training activity with no distinction made to levels of pay because the person has a learning disability or is autistic.

Registered providers should also consult the guidance on [Involving people with a learning disability and autistic people in delivering The Oliver McGowan Mandatory Training on Learning Disability and Autism](#). This guidance sets out best practice for the employment and payment of people with a learning disability and autistic people to co-deliver training.

34. Are there standard job descriptions for the trainer roles?

We have provided [example job descriptions for employers](#) to adapt and use. Please visit the [employer resource section on our webpage](#) to access.

35. Can I deliver this training in-house with my own trainers?

Employers can deliver the training in-house, using trainers trained and approved to deliver Oliver's Training. Integrated care systems will be able to advise how employers can train their own trainers.

You can find the contact details to get in touch with the team rolling out Oliver's Training in your integrated care system area by visiting the [Express an Interest webpage](#).

36. Do co-trainers have to be recruited on a full-time employment contract?

Employers need to offer flexible options that meet the needs of applicants and their organisation. We are expecting many of the co-trainer workforce will want to work part time and others will prefer full time work. Co-trainers must be employed in paid roles.

37. How can I recruit and support experts with lived experience co-trainers?

Employers must offer opportunities that are accessible to people with a learning disability and autistic people. This is likely to involve making reasonable adjustments to application and interview processes as well as considering contracts and working arrangements that support people's circumstances and choices.

It is crucial that the individual emotional and practical support needs of co-trainers are recognised and addressed at all stages of their journey from pre application, through recruitment and training, whilst in employment and beyond.

To help employers involve people we have published [involving people with lived experience guidance](#) and facilitated a [specific best practice webinar session](#) in January 2024. Employers

may also find [The National Development Team for Inclusion \(NTDi\) report on involving experts by experience](#) helpful.

Employers may also explore with their integrated care systems if they provide any guidance or support. Many local advocacy and support groups have told us they are willing to offer advice and connections. A list of local advocacy groups is available on [NHS England's website](#) and [the National Autistic Society's website](#).

The [National Institute for Health and Care Research \(NIHR\) produced guidance](#) for researchers and professionals on managing payments.

NHS England have developed trainer training to prepare and support experts with lived experience. This is delivered by approved Tier 2 lead trainers. Once employers have identified their expert with lived experience co-trainers they can work with their ICBs to access the standardised trainer training for their experts with lived experience.

38. Can a trainer co-deliver the Tier 2 training virtually (live) or must they be physically present?

The standardised package requires Tier 2 to be delivered face to face (with trainers in the same room as attendees, not hybrid).

This was a recommendation from the trials and is the case for both the facilitating trainers and the co-trainers with a learning disability and autistic trainers.

39. What if the expert by experience co-trainer is unwell on the day of the training or cannot attend?

Training providers will need to be prepared for how they will deal with this scenario as they already do with other types of training when one of the trainers has unplanned absence.

Oliver's Training is always co-delivered by a facilitating trainer and co-trainers with lived experience.

40. Can children or young people be co-trainers?

Where appropriate, approved trainers will augment Oliver's training to make the session relevant and context-specific for attendees. For children's services, for example, it may be impactful for Oliver's Training to be co-delivered by co-trainers with recent lived experience of the service. Employers can employ and work with younger co-trainers in line with their HR policies and employment law.

41. What happens if I move employers?

Oliver's Training is standardised, so the health and social care workforce develop a common understanding of key issues and the same language is used across health and care organisations. This means it is transferable from employer to employer. Staff should keep

records of the training they have completed in their previous role and take advice from their new employer about how to recognise previous learning and development in their new organisation. As part of the optimise workstream of NHS England's Statutory and Mandatory Training Programme, NHS England is working to use interim Staff Movement MOUs to provide a legal underpinning for passporting training records, like this, and these arrangements will be superseded by the roll out of the Digital Staff Passport, which has already commenced.

Getting involved

42. I am an expert with lived experience, can I be involved?

We need experts with lived experience of autism or learning disability to help deliver the training. You can watch out for organisations looking for people to train as co-trainers or contact your local Oliver McGowan team. If you are unsure who to contact, you can ask your regional contact by visiting the express an interest webpage.

43. Can I be involved in delivering the training as an expert with lived experience as a volunteer, rather than being paid to be involved?

We are keen to involve as many and varied voices of people with a learning disability and autistic people as possible. If people want to volunteer their time to do this that is great.

In the interests of co-production and to meet the requirements of the Equality Act 2010 employers must not discriminate against a person in their employment arrangements or the terms of their employment amongst many other things [Equality Act 2010 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2010/154). As such learning disability and autistic co-trainers should be remunerated for their time associated with training activity with no distinction made to levels of pay because the person has a learning disability or is autistic.

This does not prevent someone volunteering to be involved. It means that an employer's need to make sure they do not discriminate by using volunteers to fill roles that would otherwise be undertaken by someone as paid employment.

Anyone volunteering and receiving benefits should consider the relevant guidance about volunteering and the difference between volunteering and unpaid work. [Volunteering and claiming benefits - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/volunteering-and-claiming-benefits)

44. I am a carer or family member, can I be involved?

Carers or family members can be involved as trainers and supporters of the experts with lived experience. They might also be able to undertake a facilitating trainer role, depending on their experience and knowledge.

Importantly, family members and carers who do not have a learning disability or who are not autistic cannot take the place of expert co-trainers who have a learning disability or who are autistic in co-delivery of the training.

Tier 1 training requires a facilitating trainer and the live contribution of 2 experts with lived experience: 1 autistic person and 1 person with a learning disability, as a minimum.

Tier 2 training is delivered in 2 parts, learning disability, and autism. Each requires both a facilitating trainer and the presence of an expert with lived experience of the relevant subject, as a minimum.

45. How can experienced training providers get involved?

Training providers with specialist knowledge and experience in delivering learning disability can contact their Integrated Care Partnership to explore how they might be involved in the delivery of The Oliver McGowan Mandatory Training on Learning Disability and Autism.

To submit your interest, you can find the contact details to get in touch with the team rolling out Oliver's Training in your Integrated Care System by visiting the [Express an Interest webpage](#).

46. I have completed an expression of interest, when will I be contacted?

Many organisations and areas are still developing their plans for rolling out the training and are not yet at the stage where they are recruiting trainers. It may be a little time before job opportunities are advertised, but the Integrated Care System team should provide updates. Please do not worry if you have not received much information yet.

You can check that your details have been recorded by emailing the Integrated Care System team. You can find the contact details to get in touch with the team rolling out Oliver's Training in your Integrated Care System area by visiting the [Express an Interest webpage](#).

47. I have completed my approved trainer training but haven't received my certificate, can I still deliver Oliver's Training without it?

It is important to wait for the certificate before you advertise or start training. We publish details of approved trainers on our webpages. Once you receive your certificate and trainer number the people you work with will be able to check online and see you are an approved trainer.

48. How long does it take to receive a certificate and gaining access to the trainer resources after completing my approved trainer training?

After you have successfully completed your training the lead trainer will recommend you for approval to NHS England. NHS England will send you a letter within 14 days of receiving the recommendation. The letter asks trainers to complete a form with their details. Within 14 days of receiving the completed form NHS England will send you a certificate with your trainer number and invite you to join the FutureNHS online Oliver McGowan trainer platform where you can find the latest training materials and guidance. These are the maximum timescales – the team strive to send letters and certificates within a few days

49. How can we champion and support Oliver's Training?

NHS England wants to work with partners who raise awareness of Oliver's Training and ensure the health and social care staff complete it. As a result, NHS England will soon be launching an employer champion pack. Please check back on this webpage.

The pack is intended to be used by health and care employers and their communication teams as well as those leading on Oliver's Training e.g., learning and development leads, chief people officers.

Local example

Coventry and Warwickshire Partnership NHS Trust launched The Oliver McGowan Mandatory Training at the start of 2024. The executive team have led from the front and the Board completed the elearning and the in-person Tier 2 training.

The non-executive directors fed back on its universal importance, "Really illuminating training. Everyone should have this knowledge and awareness." The Trust is co-ordinating and delivering the training on behalf of the integrated care system.

Other learning disability and autism training

50. Can employers use a different learning disability and autism training package instead of The Oliver McGowan Mandatory Training?

Providers will be expected to show to CQC how they have met the legal requirement, which may include completing The Oliver McGowan Mandatory Training on Learning Disability and Autism. The CQC's webpage on the training requirement on learning disability and autism, which contains further information: [Training staff to support autistic people and people with a learning disability - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/resources/learning-disability-and-autism/training-staff-to-support-autistic-people-and-people-with-a-learning-disability).

The Oliver McGowan Mandatory Training on Learning Disability and Autism is the government's preferred and recommended training to meet the requirements of the Health and Care Act 2022.

The Oliver McGowan Code of Practice has been developed to provide guidance to employers about the Health and Care Act 2022 statutory requirements. The Oliver McGowan Mandatory Training on Learning Disability and Autism meets the requirements of the Oliver McGowan Code of Practice.

Oliver's Training has had significant investment and NHS England continues to support the rollout of Oliver's Training by providing funding to ICSs to build capacity. This funding can only be used to roll out Oliver's Training.

51. Can we use our own elearning package, followed by part 2 of The Oliver McGowan Mandatory Training?

No. The Oliver McGowan Mandatory Training consists of the standardised elearning, available on elearning for healthcare and NHS England agreed platforms, and the standardised interactive second part. The training has been designed so part two builds on the learning from part one.

52. Can my organisation use Oliver's Story video in our own learning disability and autism training?

No. Paula McGowan OBE has only given permission for the video to be used as part of the standardised The Oliver McGowan Mandatory Training on Learning Disability and Autism. The video is part of Oliver's Campaign which is now a registered trademark. It cannot be used in other education and training packages or sessions.

Permission must be sought from Paula McGowan OBE prior to using any of Oliver's Campaign material. You can find out more on the [Oliver's Campaign website](#) and you can also follow Paula on [Twitter](#).

53. How does The Oliver McGowan Mandatory Training on Learning Disability and Autism link with other NHS England commissioned training?

The Oliver McGowan Mandatory Training on Learning Disability and Autism is designed to provide the essential training that everyone needs. Other training, such as the suite of learning disability and autism training packages supported by NHS England, is designed to be delivered in addition to The Oliver McGowan Mandatory Training. This is because the other training we provide covers learning outside the scope of the standardised The Oliver McGowan Mandatory Training.

Oliver's Training is a vital and important first step in a journey to change health and care culture towards learning disability and autism. It provides a standardised package, so we

know that everyone has a shared understanding of the essentials concerning learning disability and autism. Staff in roles that require more than the essential skills and knowledge will need additional training to enable them to perform their roles.

The additional training may come from a diverse range of sources, for example, child intellectual disability psychiatry training, [National Autism Trainer Programme](#), [Stopping over medication of people with a learning disability and autistic people \(STOMP\) training](#) or training specific to an individual.

Law and regulation questions

54. What does the Health and Care Act 2022 say about the new learning disability and autism training requirement?

The Health and Care Act 2022 introduces a requirement that providers registered with the CQC must ensure that each person working for the purpose of regulated activities carried on by them receives training on learning disability and autism which is appropriate to the person's role.

As set out in the Health and Care Act 2022, the government is also required to publish a Code of Practice to provide guidance about how to meet this new legal requirement for training on learning disability and autism.

The government has now closed the consultation on the draft Oliver McGowan Code of Practice. The consultation feedback is now being analysed. For more information and updates, visit the [gov.uk Oliver McGowan code of practice consultation webpage](#).

The CQC has provided [statutory guidance](#) on how to meet their legislative requirement while the Code of Practice is being developed and [new requirements for health and social care providers](#).

The new [legal requirement for training on learning disability and autism](#) and the Code of Practice is set out in section 181 of the Act.

55. Who does the new requirement in the Health and Care Act 2022 apply to?

Service providers who are registered with CQC in respect of a regulated activity must comply with this new requirement for training on learning disability and autism. A service provider is an individual, partnership or organisation who provides, or intends to provide, health or adult social care services in England which include regulated activities. For further information, read the [CQC regulated activities webpage](#). Like all CQC regulations, the new requirement

applies to all CQC registered providers whatever the setting or population group, for example a care home, dentist, GP surgery or hospital.

Staff in administrative and support roles are considered to be part of the delivery of regulated activity as they work alongside more direct support staff. Consideration should be given to what training is appropriate to the person's role.

CQC guidance will assist providers in knowing how to meet this new requirement. When the Oliver McGowan code of practice is published, CQC guidance for providers on the training requirement will be updated accordingly.

56. What will the Code of Practice say?

The Code of Practice will explain and provide guidance on how providers can meet the new legal requirement for learning disability and autism training going forward. The Code of Practice will outline the content, delivery, and ongoing monitoring and evaluation of The Oliver McGowan Mandatory Training on Learning Disability and Autism which is the government's preferred and recommended training for health and social care staff.

The government has now closed the consultation on a draft Oliver McGowan Code of Practice. For more information and updates, visit the [gov.uk Oliver McGowan code of practice consultation webpage](#).

57. When will the Code of Practice be available?

The government has now closed the consultation on the draft Oliver McGowan Code of Practice. The consultation feedback is now being analysed. For more information and updates, visit the [gov.uk Oliver McGowan code of practice consultation webpage](#).

Until the code of practice is finalised, CQC has updated its guidance on Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Like all CQC guidance to the regulations, providers will be expected to have regard to it. When the Oliver McGowan code of practice is published, CQC guidance for providers on the training requirement will be updated accordingly.

58. How will this new training requirement be enforced?

The existing CQC Enforcement policy will be applied in any determination of a breach of regulation and in considering appropriate regulatory action. CQC will act with due proportionality and consider all relevant circumstances on a case-by-case basis, with respect to the new requirement, including providers' application of CQC statutory guidance.

59. Weren't providers registered with the CQC required to ensure their staff have the appropriate training for their role prior to the requirements introduced in the Health and Act 2022?

Service providers were already required to provide appropriate training for their staff to enable them to carry out the duties they are employed to perform. This is set out in [Regulation 18: Staffing – Care Quality Commission \(cqc.org.uk\)](#) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

However, from 1 July, the new legal requirement is that CQC regulated service providers are “to ensure that each person working for the purpose of the regulated activities carried on by them receives training on learning disability and autism which is appropriate to the person’s role”. You can also read [Health and Care Act 2022](#) and the [CQC’s updated statutory guidance](#) for Regulation 18.

In other words, although Regulation 18 already said that providers needed to provide training that was appropriate for their staff, the new requirement makes explicit that all staff working for CQC regulated services must receive training on learning disability and autism that is appropriate to their role.

Employers should carefully consider the type of contact their staff have with people who have a learning disability and autistic people and provide training suitable to meet their needs. This may include staff such as receptionists, administrative, kitchen staff, housekeeping, and other relevant employees.

60. If a service is not CQC regulated does this mean their staff do not have to complete the training?

[Right to be heard](#), the government response to the consultation on proposals for introducing mandatory learning disability and autism training for health and social care staff, stated that the government would introduce legislation for CQC registered providers and consider how to achieve the same expectation for other parts of the health and care workforce.

Whilst there is currently no specific statutory requirement for providers who are not registered with CQC, the government encourages all employers to ensure that their staff receive training in learning disability and autism, including how to interact appropriately with autistic people and people who have a learning disability. This should be at a level appropriate to their role.

We are receiving positive engagement on the programme from other health and care services not regulated by the CQC to ensure this important culture change happens to address the health inequalities people with a learning disability and autistic people face.

Employers using The Oliver McGowan Mandatory Training on Learning Disability and Autism can have the confidence that this training is recognised by national bodies advising on standards for the sector.